

**Carrier to Carrier  
Performance Standards and Reports  
C2C Report March 2002  
Verizon Virginia**

**CLEC Aggregate Performance  
OPERATION SUPPORT SYSTEM / BILLING**

Metric #	PRE-ORDERING	Standard	Actual Performance			
			VZ	CLEC	Difference	Observations
<b>PO-1 - Response Time OSS Ordering Interface'</b>						
PO-1-01-6020	Customer Service Record - EDI	Parity plus <= 4 Seconds	0.24	2.57	2.33	1268
PO-1-01-6030	Customer Service Record - CORBA	Parity plus <= 4 Seconds	0.24	0.79	0.55	3757
PO-1-01-6050	Customer Service Record - Web GUI	Parity plus <= 7 Seconds	0.24	2.56	2.32	26185
PO-1-02-6020	Due Date Availability - EDI	Parity plus <= 4 Seconds	0.91	NA		
PO-1-02-6030	Due Date Availability - CORBA	Parity plus <= 4 Seconds	0.91	NA		
PO-1-02-6050	Due Date Availability - Web GUI	Parity plus <= 7 Seconds	0.91	3.47	2.56	415
PO-1-03-6020	Address Validation - EDI	Parity plus <= 4 Seconds	4.05	5.93	1.88	806
PO-1-03-6030	Address Validation - CORBA	Parity plus <= 4 Seconds	4.05	3.17	-0.88	368
PO-1-03-6050	Address Validation - Web GUI	Parity plus <= 7 Seconds	4.05	5.42	1.37	18258
PO-1-04-6020	Product & Service Availability - EDI	Parity plus <= 10 Seconds	8.68	NA		
PO-1-04-6030	Product & Service Availability - CORBA	Parity plus <= 10 Seconds	8.68	NA		
PO-1-04-6050	Product & Service Availability - Web GUI	Parity plus <= 10 Seconds	8.68	16.04	7.36	50
PO-1-05-6020	Telephone Number Availability & Reservation - EDI	Parity plus <= 4 Seconds	4.84	NA		
PO-1-05-6030	Telephone Number Availability & Reservation - CORBA	Parity plus <= 4 Seconds	4.84	5.39	0.55	117
PO-1-05-6050	Telephone Number Availability & Reservation - Web GUI	Parity plus <= 7 Seconds	4.84	6.62	1.78	3602
PO-1-06-6020	Facility Availability (Loop Qualification) - EDI	Parity plus <= 4 Seconds	16.41	4.24	-12.17	604
PO-1-06-6030	Facility Availability (Loop Qualification) - CORBA	Parity plus <= 4 Seconds	16.41	2.88	-13.53	
PO-1-06-6050	Facility Availability (Loop Qualification) - Web GUI	Parity plus <= 7 Seconds	16.41	4.47	-11.94	3411
PO-1-07-6020	Rejected Query - EDI	Parity plus <= 4 Seconds	0.16	3.52	3.36	5011
PO-1-07-6030	Rejected Query - CORBA	Parity plus <= 4 Seconds	0.16	0.76	0.60	1210
PO-1-07-6050	Rejected Query - Web GUI	Parity plus <= 7 Seconds	0.16	2.91	2.75	3129
PO-1-08-6020	% Timeouts - EDI	not > 0.33%		0.09		3385
PO-1-08-6030	% Timeouts - CORBA	not > 0.33%		0.00		6089
PO-1-08-6050	% Timeouts - Web GUI	not > 0.33%		0.19		70929
PO-1-09-6020	Parsed CSR - EDI	Parity plus <= 10 Seconds	0.24	1.86	1.62	44
PO-1-09-6030	Parsed CSR - CORBA	Parity plus <= 10 Seconds	0.24	0.37	0.13	197
*Retail data is obtained from Enview, and the total number of observations is 10 per hour per day.						
<b>PO-2 - OSS Interface Availability'</b>						
PO-2-01-6020	OSS Interf. Avail. - Total - EDI	No Standard	99.91			1.40
PO-2-01-6030	OSS Interf. Avail. - Total - CORBA	No Standard	99.99			0.20
PO-2-01-6050	OSS Interface Avail. - Total - Maint. Web GUI/Pre-Ordering/Ordering Web GUI	No Standard	99.74			1.95
PO-2-01-6060	OSS Interf. Avail. - Total - Electronic Bonding	No Standard	100.00			0.00
PO-2-02-6020	OSS Interf. Avail. - Prime Time - EDI	>=99.5%	99.88			1.10
PO-2-02-6030	OSS Interf. Avail. - Prime Time - CORBA	>=99.5%	99.98			0.20
PO-2-02-6050	OSS Interface Avail. - Prime Time - Maint. Web GUI/Pre-Ordering/Ordering Web GUI	>=99.5%	99.63			1.75
PO-2-02-6060	OSS Interf. Avail. - Prime Time - Electronic Bonding	>=99.5%	100.00			0.00
PO-2-03-6020	OSS Interf. Avail. - Non-Prime - EDI	No Standard	99.95			0.30
PO-2-03-6030	OSS Interf. Avail. - Non-Prime - CORBA	No Standard	100.00			0.00
PO-2-03-6050	OSS Interface Avail. - Non Prime - Maint. Web GUI/Pre-Ordering/Ordering Web GUI	No Standard	99.93			0.20
PO-2-03-6060	OSS Interf. Avail. - Non-Prime - Electronic Bonding	No Standard	100.00			0.00
<b>PO-5 - Average Notification of Interface Outage**</b>						
PO-5-01-2000	Average Notice of Interface Outage	Not more than 20 minutes	15.00			1
<b>PO-6 - Software Validation*</b>						
PO-6-01-2000	Software Validation	<= 5%	R3			NA
<b>PO-7 - Software Problem Resolution Timeliness</b>						
PO-7-01-2000	% Software Problem Res. Timeliness**	>=95%	NA			
PO-7-02-2000	Delay Hrs. - S/W Res. - Change - Xactions Failed, No Workaround**	No Standard	NA			
PO-7-03-2000	Delay Hrs. - S/W Res. - Change - Xactions Failed, With Workaround**	No Standard	NA			
PO-7-04-2000	Delay Hrs. - Failed/Rejected Test Deck - Xactions Failed, No W/A'	No Standard	NA			
<b>PO-8 - Manual Loop Qualification</b>						
PO-8-01-2000	Average Response Time - Manual Loop Qualification	95% within 48 Hours	12.10			5
PO-8-02-2000	% on Time - Engineering Record Request	95% within 72 Hours	NA			
<b>Change Notification</b>						
<b>PO-4 - Timeliness of Change Management Notice**</b>						
PO-4-01-6611	% Notices Sent on Time - Emergency Maint.	>=95%	100.00			5
PO-4-01-6621	% Notices Sent on Time - Regulatory	>=95%	NA			
PO-4-01-6631	% Notices Sent on Time - Industry Standard	>=95%	NA			
PO-4-01-6641	% Notices Sent on Time - Verizon Orig.	>=95%	NA			
PO-4-01-6651	% Notices Sent on Time - TC Orig.	>=95%	NA			
PO-4-02-6611	Change Mgmt. Notice - Delay 1-7 Days - Emergency Maint.	No Standard	NA			
PO-4-02-6621	Change Mgmt. Notice - Delay 1-7 Days - Regulatory	No Standard	NA			
PO-4-02-6631	Change Mgmt. Notice - Delay 1-7 Days - Ind. Std.	No Standard	NA			
PO-4-02-6641	Change Mgmt. Notice - Delay 1-7 Days - Verizon Orig.	No Standard	NA			
PO-4-02-6651	Change Mgmt. Notice - Delay 1-7 Days - TC Orig.	No Standard	NA			
PO-4-03-6611	Change Mgmt. Notice - Delay 8+ Days - Emergency Maint.	No Standard	NA			
PO-4-03-6621	Change Mgmt. Notice - Delay 8+ Days - Regulatory	No Standard	NA			
PO-4-03-6631	Change Mgmt. Notice - Delay 8+ Days - Ind. Std.	No Standard	NA			
PO-4-03-6641	Change Mgmt. Notice - Delay 8+ Days - Verizon Orig.	No Standard	NA			
PO-4-03-6651	Change Mgmt. Notice - Delay 8+ Days - TC Orig.	No Standard	NA			
continued						

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**CLEC Aggregate Performance  
OPERATION SUPPORT SYSTEM / BILLING continued**

Metric #	Change Confirmation	Standard	CLEC Perf	CLEC Obs
	<b>PO-4 - Timeliness of Change Management Confirmation***</b>			
PO-4-01-6622	% Notices Sent on Time - Regulatory	>=95%	NA	
PO-4-01-6632	% Notices Sent on Time - Ind. Std.	>=95%	NA	
PO-4-01-6642	% Notices Sent on Time - Verizon Orig.	>=95%	NA	
PO-4-01-6652	% Notices Sent on Time - TC Orig.	>=95%	NA	
PO-4-02-6622	Change Mgmt. Notice - Delay 1-7 Days - Regulatory	No Standard	NA	
PO-4-02-6632	Change Mgmt. Notice - Delay 1-7 Days - Ind. Std.	No Standard	NA	
PO-4-02-6642	Change Mgmt. Notice - Delay 1-7 Days - Verizon Orig.	No Standard	NA	
PO-4-02-6652	Change Mgmt. Notice - Delay 1-7 Days - TC Orig.	No Standard	NA	
PO-4-03-6622	Change Mgmt. Notice - Delay 8+ Days - Regulatory	No Standard	NA	
PO-4-03-6632	Change Mgmt. Notice - Delay 8+ Days - Ind. Std.	No Standard	NA	
PO-4-03-6642	Change Mgmt. Notice - Delay 8+ Days - Verizon Orig.	No Standard	NA	
PO-4-03-6652	Change Mgmt. Notice - Delay 8+ Days - TC Orig.	No Standard	NA	

No delayed notices and doc. 8 or more days late.  
No delayed notices and doc. 8 or more days late.  
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**TROUBLE REPORTING (OSS)**

Metric #	MR-1 - Response Time OSS Maintenance Interact	Standard	Actual Performance			
			VZ	CLEC	Difference	
MR-1-01-2000	Create Trouble	Parity plus <= 4 Seconds	8.68	4.12	-4.56	394
MR-1-02-2000	Status Trouble	Parity plus <= 4 Seconds	6.46	2.84	-3.62	7
MR-1-03-2000	Modify Trouble	Parity plus <= 4 Seconds	8.50	NA		
MR-1-04-2000	Request Cancellation of Trouble	Parity plus <= 4 Seconds	9.82	4.83	-4.99	2
MR-1-05-2000	Trouble Report History (by TN/Circuit)	Parity plus <= 4 Seconds	0.31	1.26	0.95	201
MR-1-06-2000	Test Trouble (POTS Only)	Parity plus <= 4 Seconds	51.27	44.81	-6.46	1600

**BILLING**

<b>BI-1 - Timeliness of Daily Usage Feec</b>				
BI-1-01-2030	% DUF in 3 Business Days	No Standard	97.73	12990005
BI-1-02-2030	% DUF in 4 Business Days	95% in 4 Business Days	99.21	
BI-1-03-2030	% DUF in 5 Business Days	No Standard	99.26	
BI-1-04-2030	% DUF in 8 Business Days	No Standard	99.34	
<b>BI-2 - Timeliness of Carrier Bill</b>				
BI-2-01-2030	Timeliness of Carrier Bill	98% in 10 Business Days	100.00	1124
<b>BI-3 - Billing Accuracy</b>				
BI-3-01-2030	% Billing Adjustments - Dollars Adjusted	TBD	1.71	10878328
BI-3-02-2030	% Billing Adjustments - Number of Adjustments	TBD	4.45	67740

**OPERATOR SERVICES & DATABASES**

<b>OD-1 - Operator Services - Speed of Answer</b>						
OD-1-01-1021	Average Speed of Answer - Operator Services	Parity with Retail	3.23	0.29	260669	23681
OD-1-02-1021	Average Speed of Answer - Directory Assistance	Parity with Retail	5.36	1.83	3003613	208466

**ORDERING**

<b>OR-6 - Order Accuracy</b>				
OR-6-04-1020	% Accuracy - Stand-alone Directory Listing Orders	98% orders without VZ errors	UD	
OR-6-04-1030	% Accuracy - Other Directory Listing Orders	98% orders without VZ errors	100.00	273

Legend Notations defined on Legend sheet - last page

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**CLEC Aggregate Performance**  
**ORDERING - RESALE POTS / SPECIAL SERVICES**

Metric #	RESALE Pre-Ordering	Standard	Actual Performance		Number of Observations		Standard Deviation	Sampling Error	Z-Score
			VZ	CLEC Aggregate	VZ	All CLECs			
<b>RESALE Pre-Ordering</b>									
<b>PO-3 - Contact Center Availability</b>									
PO-3-01-2000	Average Speed of Answering - Ordering (secs)****	No Standard		61.31					
PO-3-02-2000	% Answered within 30 Seconds - Ordering****	80% within 30 Seconds		72.97		8784			
PO-3-03-2000	Average Speed of Answering - Repair (secs)*****	No Standard		9.54					
PO-3-04-2000	% Answered within 30 Seconds - Repair*****	80% within 30 Seconds		93.64		105580			
<b>RESALE Ordering</b>									
<b>OR-7 - Order Completeness</b>									
OR-7-01-2000	% Order Confirmation/Rejects sent within 3 Business Days	95%		99.64		13739			
<b>OR-8 - Acknowledgement Timeliness</b>									
OR-8-01-2000	% Acknowledgements onTime	95% within 2 Hours		100.00		5541			
<b>OR-9 - Order Acknowledgement Completeness</b>									
OR-9-01-2000	% Acknowledgement Completeness	99%		100.00		5541			
<b>POTS &amp; Pre-qualified Complex - Electronically Submitted</b>									
<b>OR-1 - Order Confirmation Timeliness</b>									
OR-1-01-2320	Average Local Service Request Confirmation (LSRC) Time (Flow Through)	No Standard		0.09					
OR-1-02-2320	% On Time LSRC - Flow Through	95% within 2 Hours		99.71		9346			
OR-1-03-2320	Average LSRC/ASRC Time No Facility Check	No Standard		17.47					
OR-1-04-2100	% On Time LSRC/ASRC No Facility Check	95% within 24 Hours		94.65		1663			
OR-1-05-2320	Average LSRC/ASRC Time Facility Check	No Standard		35.00					
OR-1-06-2320	% On Time LSRC/ASRC Facility Check	95% within 72 Hours		98.40		188			
<b>OR-2 - Reject Timeliness</b>									
OR-2-01-2320	Average Local Service Request (LSR) Reject - Time (Flow Through)	No Standard		0.02					
OR-2-02-2320	% On Time LSR Reject - Flow Through	95% within 2 Hours		99.88		1686			
OR-2-03-2320	Average LSR/ASR Reject Time No Facility Check	No Standard		14.14					
OR-2-04-2320	% On Time LSR/ASR Reject No Facility Check	95% within 24 Hours		99.05		1057			
OR-2-05-2320	Average LSR/ASR Reject Time Facility Check	No Standard		25.06					
OR-2-06-2320	% On Time LSR/ASR Reject Facility Check	95% within 72 Hours		99.07		108			
<b>2 Wire Digital Services</b>									
<b>OR-1 - Order Confirmation Timeliness - Requiring Loop Qualification</b>									
OR-1-03-2341	Average LSRC/ASRC Time No Facility Check	No Standard		18.56					
OR-1-04-2341	% On Time LSRC/ASRC No Facility Check	95% within 72 Hours		100.00		18			
OR-1-05-2341	Average LSRC/ASRC Time Facility Check	No Standard		331.11					
OR-1-06-2341	% On Time LSRC/ASRC Facility Check	95% within 72 Hours		83.33		6			
<b>OR-2 - Reject Timeliness - Requiring Loop Qualification</b>									
OR-2-03-2341	Average LSR/ASR Reject Time No Facility Check	No Standard		6.60					
OR-2-04-2341	% On Time LSR/ASR Reject No Facility Check	95% within 72 Hours		100.00		7			
OR-2-05-2341	Average LSR/ASR Reject Time Facility Check	No Standard		20.73					
OR-2-06-2341	% On Time LSR/ASR Reject Facility Check	95% within 72 Hours		100.00		1			
<b>POTS / Special Services - Aggregate</b>									
<b>OR-3 - Percent Rejects</b>									
OR-3-01-2000	% Rejects	No Standard		23.52		12353			
OR-3-02-2000	% Resubmission Not Rejected	95%		NA					
<b>OR-4 - Timeliness of Completion Notification</b>									
OR-4-01-2000	Completion Notice (BCN) - Average Response Time	No Standard		1.26					
OR-4-02-2000	Completion Notice (BCN) - % On Time	95% by next bus. day at noon		91.07		11096			
OR-4-04-2000	Work Completion Notice (PCN) - Average Response Time	No Standard		0.00					
OR-4-05-2000	Work Completion Notice (PCN) - % On Time	95% by next bus. day at noon		100.00		10949			
OR-4-06-2000	Average Duration - Work Completion (SOP) to Bill Completion	Parity with Retail	14.17	45.80	366474	13213	149.07	1.32	-23.96
OR-4-07-2000	% SOP to Bill Completion >= 5 Business Days	Parity with Retail	2.12	1.95	366474	13213		0.13	1.33
OR-4-08-2000	% SOP to Bill Completion > 1 Business Day	Parity with Retail	3.40	4.27	366474	13213		0.16	-5.42
OR-4-11-2000	% Completed orders without either a PCN or BCN	<= 5%		0.00		10905			
OR-4-12-2000	% Due Date to PCN within 3 Business Days	95%		97.13		10949			
OR-4-13-2000	% Due Date to PCN within 6 Business Days	99%		98.91		10949			
OR-4-14-2000	% Due Date to BCN within 6 Business Days	95%		98.03		11096			
OR-4-15-2000	% Due Date to BCN within 9 Business Days	99%		98.44		11096			
<b>OR-5 - Percent Flow-Through</b>									
OR-5-01-2000	% Flow Through - Total	No Standard Developed		82.91		11281			
OR-5-02-2000	% Flow Through - Simple	No Standard Developed		83.46		11198			
OR-5-03-2000	% Flow Through Achieved	95%		94.06		9930			
<b>OR-6 - Order Accuracy</b>									
OR-6-01-2000	% Accuracy - Orders	95% Orders without Verizon Errors		85.50		400			
OR-6-02-2000	% Accuracy - Opportunities	No Standard		97.90		3755			
OR-6-03-2000	% Accuracy - LSRC	<= 5% LSRCs resent due to Verizon error		0.18		2218			
<b>Special Services - Electronically Submitted</b>									
<b>OR-1 - Order Confirmation Timeliness</b>									
OR-1-03-2210	Average LSRC/ASRC Time No Facility Check DS0	No Standard		NA					
OR-1-03-2211	Average LSRC/ASRC Time No Facility Check DS1	No Standard		NA					
OR-1-03-2213	Average LSRC/ASRC Time No Facility Check DS3	No Standard		NA					
OR-1-03-2214	Average LSRC/ASRC Time No Facility Check (Non DS0, DS1, & DS3)	No Standard		20.05					
OR-1-04-2210	% On Time LSRC/ASRC No Facility Check DS0	95% within 48 Hours		NA					
OR-1-04-2211	% On Time LSRC/ASRC No Facility Check DS1	95% within 48 Hours		NA					
OR-1-04-2213	% On Time LSRC/ASRC No Facility Check DS3	95% within 48 Hours		NA					
OR-1-04-2214	% On Time LSRC/ASRC No Facility Check (Non DS0, DS1, & DS3)	95% within 48 Hours		100.00		18			
OR-1-05-2210	Average LSRC/ASRC Time Facility Check DS0	No Standard		NA					
OR-1-05-2211	Average LSRC/ASRC Time Facility Check DS1	No Standard		NA					
OR-1-05-2213	Average LSRC/ASRC Time Facility Check DS3	No Standard		NA					
OR-1-05-2214	Average LSRC/ASRC Time Facility Check (Non DS0, DS1, & DS3)	No Standard		5.20					
OR-1-06-2210	% On Time LSRC/ASRC Facility Check DS0	95% within 72 Hours		NA					
OR-1-06-2211	% On Time LSRC/ASRC Facility Check DS1	95% within 72 Hours		NA					
OR-1-06-2213	% On Time LSRC/ASRC Facility Check DS3	95% within 72 Hours		NA					
OR-1-06-2214	% On Time LSRC/ASRC Facility Check (Non DS0, DS1, & DS3)	95% within 72 Hours		100.00		1			
<b>OR-2 - Reject Timeliness</b>									
OR-2-03-2200	Average LSR/ASR Reject Time No Facility Check	No Standard		16.16					
OR-2-04-2200	% On Time LSR/ASR Reject No Facility Check	95% within 48 Hours		100.00		37			
OR-2-05-2200	Average LSR/ASR Reject Time Facility Check	No Standard		29.21					
OR-2-06-2200	% On Time LSR/ASR Reject Facility Check	95% within 72 Hours		100.00		4			
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**CLEC Aggregate Performance  
PROVISIONING - RESALE POTS / SPECIAL SERVICES**

**POTS - Provisioning - Total**

Metric #	Standard	Actual Performance		Number of Observations		Standard Deviation	Sampling Error
		VZ	CLEC Aggregate	VZ	All CLECs		
<b>PR-1 - Average Interval Offered</b>							
PR-1-04-2100	Average Interval Offered - Dispatch (6-9 Lines)	6.83	1.00	224	1	7.18	7.20
PR-1-05-2100	Average Interval Offered - Dispatch (>= 10 Lines)	9.60	0.00	131	1	10.97	11.01
<b>PR-2 - Average Completed Interval</b>							
PR-2-04-2100	Average Interval Completed - Dispatch (6-9 Lines)	6.23	1.00	180	1	5.74	5.76
PR-2-05-2100	Average Interval Completed - Dispatch (>= 10 Lines)	8.06	0.00	98	1	8.27	8.31
<b>PR-3 - Completed within Specified Days</b>							
PR-3-01-2100	% Completed in 1 Day (1-5 Lines - No Dispatch)	74.07	41.85	61164	1823		1.04
PR-3-02-2100	% Completed in 2 Days (1-5 Lines - No Dispatch)	85.61	68.40	61164	1823		0.83
PR-3-03-2100	% Completed in 3 Days (1-5 Lines - No Dispatch)	96.72	98.79	61164	1823		0.42
PR-3-04-2100	% Completed in 1 Day (1-5 Lines - Dispatch)	9.33	14.08	13431	1236		0.86
PR-3-05-2100	% Completed in 2 Days (1-5 Lines - Dispatch)	20.50	38.92	13431	1236		1.20
PR-3-06-2100	% Completed in 3 Days (1-5 Lines - Dispatch)	71.82	97.25	13431	1236		1.34
PR-3-07-2100	% Completed in 4 Days (1-5 Lines - Total)	94.78	99.54	74595	3059		0.41
PR-3-08-2100	% Completed in 5 Days (1-5 Lines - No Dispatch)	99.04	99.89	61164	1823		0.23
PR-3-09-2100	% Completed in 5 Days (1-5 Lines - Dispatch)	93.06	99.60	13431	1236		0.76
PR-3-10-2100	% Completed in 6 Days (1-5 Lines - Total)	98.59	99.77	74595	3059		0.22
<b>PR-4 - Missed Appointments</b>							
PR-4-02-2100	Average Delay Days - Total	3.45	2.64	2463	25	7.72	1.55
PR-4-03-2100	% Missed Appointment - Customer	1.56	1.25				
PR-4-04-2100	% Missed Appointment - Verizon - Dispatch	7.33	1.13	22551	1678		0.66
PR-4-05-2100	% Missed Appointment - Verizon - No Dispatch	0.72	0.15	112815	4095		0.13
PR-4-08-2100	% Missed Appt. - Customer - Due to Late Order Confirmation		0.09		5773		
<b>PR-5 - Facility Missed Orders</b>							
PR-5-01-2100	% Missed Appointment - Verizon - Facilities	1.38	0.54	22551	1678		0.30
PR-5-02-2100	% Orders Held for Facilities > 15 Days	0.04	0.00	22551	1678		0.05
PR-5-03-2100	% Orders Held for Facilities > 60 Days	0.00	0.00	22551	1678		
<b>PR-6 - Installation Quality</b>							
PR-6-01-2100	% Installation Troubles reported within 30 Days	3.62	3.68	115672	5785		0.25
PR-6-02-2100	% Installation Troubles reported within 7 Days	2.27	2.06	115672	5785		0.20
PR-6-03-2100	% Inst. Troubles reported w/in 30 Days - FOK/TOK/CPE	3.30	3.16	115672	5785		0.24
<b>PR-8 - Open Orders in a Hold Status</b>							
PR-8-01-2100	Open Orders in a Hold Status > 30 Days	0.06	0.00	135366	5773		0.03
PR-8-02-2100	Open Orders in a Hold Status > 90 Days	0.03	0.00	135366	5773		0.02
<b>POTS - Business</b>							
<b>PR-1 - Average Interval Offered</b>							
PR-1-01-2110	Average Interval Offered - Total No Dispatch	1.16	0.99	11252	540	4.46	0.20
PR-1-03-2110	Average Interval Offered - Dispatch (1-5 Lines)	4.39	2.65	3911	40	5.06	0.80
<b>PR-2 - Average Completed Interval</b>							
PR-2-01-2110	Average Interval Completed - Total No Dispatch	1.01	0.97	10688	501	2.65	0.12
PR-2-03-2110	Average Interval Completed - Dispatch (1-5 Lines)	4.43	2.85	3412	33	4.93	0.86
<b>POTS - Residence</b>							
<b>PR-1 - Average Interval Offered</b>							
PR-1-01-2120	Average Interval Offered - Total No Dispatch	0.94	1.39	86084	2806	1.47	0.03
PR-1-03-2120	Average Interval Offered - Dispatch (1-5 Lines)	3.25	2.52	10886	1236	1.10	0.03
<b>PR-2 - Average Completed Interval</b>							
PR-2-01-2120	Average Interval Completed - Total No Dispatch	0.89	1.38	84285	2771	1.47	0.03
PR-2-03-2120	Average Interval Completed - Dispatch (1-5 Lines)	3.21	2.51	10019	1203	1.98	0.06
<b>POTS &amp; Complex Aggregate</b>							
<b>PR-1 - Average Interval Offered</b>							
PR-1-12-2103	Average Interval Offered - Disconnects	3.76	1.37	51719	3268	5.59	0.10
<b>PR-2 - Average Completed Interval</b>							
PR-2-18-2103	Average Interval Completed - Disconnects	3.43	1.34	47456	3122	5.17	0.10
<b>2-Wire Digital Services</b>							
<b>PR-1 - Average Interval Offered</b>							
PR-1-01-2341	Average Interval Offered - Total No Dispatch	0.25	2.55	3114	20	0.89	0.20
PR-1-02-2341	Average Interval Offered - Total Dispatch	3.35	8.07	406	15	2.07	0.54
<b>PR-2 - Average Completed Interval</b>							
PR-2-01-2341	Average Interval Completed - Total No Dispatch	0.26	3.82	3022	17	1.18	0.29
PR-2-02-2341	Average Interval Completed - Total Dispatch	4.09	8.07	310	15	2.82	0.75
<b>PR-4 - Missed Appointments</b>							
PR-4-02-2341	Average Delay Days - Total	9.65	6.33	62	3	36.41	21.52
PR-4-03-2341	% Missed Appointment - Customer	2.28	8.11				
PR-4-04-2341	% Missed Appointment - Verizon - Dispatch	8.38	5.26	537	19		6.47
PR-4-05-2341	% Missed Appointment - Verizon - No Dispatch	0.23	11.11	3038	18		1.13
PR-4-08-2341	% Missed Appt. - Customer - Due to Late Order Confirmation		8.11		37		
<b>PR-5 - Facility Missed Orders</b>							
PR-5-01-2341	% Missed Appointment - Verizon - Facilities	1.99	0.00	552	19		3.26
PR-5-02-2341	% Orders Held for Facilities > 15 Days	0.00	0.00	552	19		
PR-5-03-2341	% Orders Held for Facilities > 60 Days	0.00	0.00	552	19		
<b>PR-6 - Installation Quality</b>							
PR-6-01-2341	% Install. Troubles Reported within 30 Days	4.45	15.38	449	13		5.80
PR-6-03-2341	% Install. Troubles Reported w/in 30 Days - FOK/TOK/CPE	4.90	0.00	449	13		6.07
<b>PR-8 - Open Orders in a Hold Status</b>							
PR-8-01-2341	Open Orders in a Hold Status > 30 Days	0.00	0.00	3590	37		
PR-8-02-2341	Open Orders in a Hold Status > 90 Days	0.00	0.00	3590	37		

continued

**Carrier to Carrier  
Performance Standards and Reports  
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**CLEC Aggregate Performance  
PROVISIONING - RESALE POTS / SPECIAL SERVICES continued**

**Special Services - Provisioning**

	Standard	Actual Performance		Number of Observations		Standard Deviation	Sampling Error	
		VZ	CLEC Aggregate	VZ	All CLECs			
<b>PR-1 - Average Interval Offered</b>								
PR-1-01-2200	Average Interval Offered - Total No Dispatch	Parity with Retail	5.12	2.38	623	26	4.86	0.97
PR-1-02-2200	Average Interval Offered - Total Dispatch	Parity with Retail	8.46	2.33	414	6	8.17	3.36
PR-1-06-2200	Average Interval Offered - DS0	Parity with Retail	6.60	2.36	616	25	7.05	1.44
PR-1-07-2200	Average Interval Offered - DS1	Parity with Retail	6.35	5.00	365	2	5.95	4.22
PR-1-08-2200	Average Interval Offered - DS3	Parity with Retail	NA	NA				
PR-1-12-2200	Average Interval Offered - Disconnects	Parity with Retail	4.92	4.22	638	23	3.89	0.83
<b>PR-2 - Average Completed Interval</b>								
PR-2-01-2200	Average Interval Completed - Total No Dispatch	Parity with Retail	6.20	2.10	391	20	4.69	1.08
PR-2-02-2200	Average Interval Completed - Total Dispatch	Parity with Retail	8.19	21.00	272	7	6.50	2.49
PR-2-06-2200	Average Interval Completed - DS0	Parity with Retail	6.48	2.10	397	21	6.08	1.36
PR-2-07-2200	Average Interval Completed - DS1	Parity with Retail	7.91	70.50	238	2	4.43	3.15
PR-2-08-2200	Average Interval Completed - DS3	Parity with Retail	NA	NA				
PR-2-18-2200	Average Interval Completed - Disconnects	Parity with Retail	7.40	3.61	340	18	11.92	2.88
<b>PR-4 - Missed Appointments</b>								
PR-4-01-2210	% Missed Appointment - Verizon - DS0	Parity with Retail	8.05	0.00	584	24		5.67
PR-4-01-2211	% Missed Appointment - Verizon - DS1	Parity with Retail	39.02	25.00	328	4		24.54
PR-4-01-2213	% Missed Appointment - Verizon - DS3	Parity with Retail	NA	NA				
PR-4-01-2214	% Missed Appointment - Verizon - Special Other	Parity with Retail	4.55	0.00	44	5		9.84
PR-4-02-2200	Average Delay Days - Total	Parity with Retail	12.19	362.00	177	1	63.62	63.80
PR-4-03-2200	% Missed Appointment - Customer	No Standard <sup>1</sup>	21.55	6.06				
PR-4-08-2200	% Missed Appt. - Customer - Due to Late Order Conf.	No Standard <sup>1</sup>		0.00		33		
<b>PR-5 - Facility Missed Orders</b>								
PR-5-01-2200	% Missed Appointment - Verizon - Facilities	Parity with Retail	0.69	0.00	435	7		3.15
PR-5-02-2200	% Orders Held for Facilities > 15 Days	Parity with Retail	0.00	0.00	435	7		
PR-5-03-2200	% Orders Held for Facilities > 60 Days	Parity with Retail	0.00	0.00	435	7		
<b>PR-6 - Installation Quality</b>								
PR-6-01-2200	% Installation Troubles reported within 30 Days	Parity with Retail	0.57	0.00	4242	182		0.57
PR-6-03-2200	% Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE	No Standard	0.21	0.55	4242	182		0.35
<b>PR-8 - Open Orders in a Hold Status</b>								
PR-8-01-2200	Open Orders in a Hold Status > 30 Days	Parity with Retail	0.63	0.00	956	33		1.40
PR-8-02-2200	Open Orders in a Hold Status > 90 Days	Parity with Retail	0.42	0.00	956	33		1.15

Legend Notations defined on Legend sheet - last page

<sup>1</sup> Not in Control of Verizon

Z-Score

0.81
0.87

0.91
0.97

-30.93
-20.63
4.89
5.49
15.35
19.02
11.60
3.67
8.66
5.43

0.52
9.40
4.24

2.85
0.79

-0.23
1.04
0.57

1.82
1.29

0.87
2.16

0.33
1.83

-15.96
22.11

-17.27
11.59

23.70
-------

21.88
-------

-11.52
-8.67

-12.40
-5.34

0.15
0.48
-9.61

0.61

-1.88
0.81


**Z-Score**

2.82
1.82
2.95
0.32
0.85

3.81
-5.15
3.22
-19.90
1.31

1.42
0.57
0.46
-5.48

0.22

1.00
-0.97

0.45
0.37

**Carrier to Carrier  
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**CLEC Aggregate Performance  
MAINTENANCE - RESALE / SPECIAL SERVICES**

Metric #	POTS - Maintenance	Standard	Actual Performance		Number of Observations		Standard Deviation	Sampling Error
			VZ	CLEC Aggregate	VZ	All CLECs		
<b>MR-2 - Trouble Report Rate</b>								
MR-2-02-2100	Network Trouble Report Rate - Loop	Parity with Retail	0.83	0.41	3082228	126002		0.03
MR-2-03-2100	Network Trouble Report Rate - Central Office	Parity with Retail	0.08	0.04	3082228	126002		0.01
MR-2-04-2100	% Subsequent Reports	No Standard <sup>2</sup>	3.34	1.91				
MR-2-05-2100	% CPE/TOK/FOK Trouble Report Rate	No Standard	0.71	0.38	3082228	126002		0.02
<b>MR-3 - Missed Repair Appointments</b>								
MR-3-01-2110	% Missed Repair Appointment - Loop Bus.	Parity with Retail	22.71	17.11	3532	152		3.47
MR-3-01-2120	% Missed Repair Appointment - Loop Res.	Parity with Retail	13.56	6.67	22108	360		1.82
MR-3-02-2110	% Missed Repair Appointment - Central Office Bus.	Parity with Retail	10.60	11.76	689	34		5.41
MR-3-02-2120	% Missed Repair Appointment - Central Office Res.	Parity with Retail	12.63	5.26	1670	19		7.66
MR-3-03-2100	% CPE/TOK/FOK - Missed Appointment	No Standard	7.89	4.21	22023	475		1.25
MR-3-04-2100	% Missed Repair Appointment - No Double Dispatch	No Standard	9.10	5.21	20479	461		1.35
MR-3-05-2100	% Missed Repair Appointment - Double Dispatch	No Standard	42.86	32.93	4321	82		5.52
<b>MR-4 - Trouble Duration Intervals</b>								
MR-4-01-2100	Mean Time To Repair - Total	Parity with Retail	16.40	10.91	28091	565	23.03	0.98
MR-4-02-2110	Mean Time To Repair - Loop Trouble- Bus.	Parity with Retail	12.84	10.44	3532	152	16.97	1.41
MR-4-02-2120	Mean Time To Repair - Loop Trouble - Res.	Parity with Retail	17.49	11.58	22108	360	24.24	1.29
MR-4-03-2110	Mean Time To Repair - Central Office Trouble- Bus.	Parity with Retail	7.86	5.27	689	34	13.36	2.35
MR-4-03-2120	Mean Time To Repair - Central Office Trouble - Res.	Parity with Retail	11.55	12.19	1670	19	17.27	3.99
MR-4-04-2100	% Cleared (all troubles) within 24 Hours	Parity with Retail	81.84	91.33	28091	565		1.64
MR-4-06-2100	% Out of Service > 4 Hours	Parity with Retail	70.60	49.64	17008	421		2.25
MR-4-07-2100	% Out of Service > 12 Hours	Parity with Retail	52.45	36.82	17008	421		2.46
MR-4-08-2110	% Out of Service > 24 Hours - Bus.	Parity with Retail	11.67	8.00	2424	125		2.94
MR-4-08-2120	% Out of Service > 24 Hours - Res.	Parity with Retail	16.93	7.77	14525	296		2.20
<b>MR-5 - Repeat Trouble Reports</b>								
MR-5-01-2100	% Repeat Reports within 30 Days	Parity with Retail	13.01	10.44	28091	565		1.43
<b>2-Wire Digital Services</b>								
<b>MR-2 - Trouble Report Rate</b>								
MR-2-02-2341	Network Trouble Report Rate - Loop	Parity with Retail	0.23	0.33	48299	920		0.16
MR-2-03-2341	Network Trouble Report Rate - Central Office	Parity with Retail	0.17	0.00	48299	920		0.14
MR-2-04-2341	% Subsequent Reports	No Standard <sup>2</sup>	9.43	25.00				
MR-2-05-2341	% CPE/TOK/FOK Trouble Report Rate	No Standard	1.11	1.09	48299	920		0.35
<b>MR-3 - Missed Repair Appointments</b>								
MR-3-01-2341	% Missed Repair Appointment - Loop	Parity with Retail	46.43	33.33	112	3		29.18
MR-3-02-2341	% Missed Repair Appointment - Central Office	Parity with Retail	18.75	NA	80			
MR-3-03-2341	% CPE/TOK/FOK - Missed Appointment	No Standard	19.37	20.00	537	10		12.61
MR-3-04-2341	% Missed Repair Appointment - No Double Dispatch	No Standard	15.69	NA	102			
MR-3-05-2341	% Missed Repair Appointment - Double Dispatch	No Standard	57.95	33.33	88	3		28.98
<b>MR-4 - Trouble Duration Intervals</b>								
MR-4-01-2341	Mean Time To Repair - Total	Parity with Retail	17.28	31.49	192	3	19.60	11.40
MR-4-02-2341	Mean Time To Repair - Loop Trouble	Parity with Retail	21.74	31.49	112	3	21.11	12.35
MR-4-03-2341	Mean Time To Repair - Central Office Trouble	Parity with Retail	11.04	NA	80		15.33	
MR-4-04-2341	% Cleared (all troubles) within 24 Hours	Parity with Retail	73.96	66.67	192	3		25.53
MR-4-07-2341	% Out of Service > 12 Hours	Parity with Retail	42.47	100.00	73	1		49.77
MR-4-08-2341	% Out of Service > 24 Hours	Parity with Retail	23.29	100.00	73	1		42.56
<b>MR-5 - Repeat Trouble Reports</b>								
MR-5-01-2341	% Repeat Reports within 30 Days	Parity with Retail	15.10	0.00	192	3		20.83
<b>Special Services - Maintenance</b>								
MR-2-01-2200	Network Trouble Report Rate	Parity with Retail	0.21	0.25	165104	5295		0.06
MR-2-05-2200	% CPE/TOK/FOK Trouble Report Rate	No Standard	0.28	0.23	165104	5295		0.07
<b>MR-4 - Trouble Duration Intervals</b>								
MR-4-01-2200	Mean Time To Repair - Total	Parity with Retail	5.63	2.72	344	13	6.84	1.93
MR-4-04-2200	% Cleared (all troubles) within 24 Hours	Parity with Retail	99.13	100.00	344	13		2.62
MR-4-06-2200	% Out of Service > 4 Hours	Parity with Retail	50.58	15.38	344	13		14.13
MR-4-08-2200	% Out of Service > 24 Hours	Parity with Retail	0.67	0.00	344	13		2.62
<b>MR-5 - Repeat Trouble Reports</b>								
MR-5-01-2200	% Repeat Reports within 30 Days	Parity with Retail	11.05	23.08	344	13		8.86
Legend Notations defined on Legend sheet - last page								

<sup>2</sup> Parity to be assessed in conjunction with missed appointments



Z-Score

16.38
4.34
13.94

1.61
3.79
-0.21
0.96
2.94
2.87
1.80

5.60
1.71
4.59
1.10
-0.16
5.79
9.32
6.34
1.25
4.16

1.80
------

-0.59
1.22
0.07

0.45
-0.05
0.85

-1.25
-0.79
-0.29
-1.16
-1.80

0.72
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-0.58
0.69

1.51
0.33
2.49
0.33

-1.36
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**Carrier to Carrier  
Performance Standards and Reports  
March 2002  
Verizon Virginia**

**CLEC Aggregate Performance - NOVA  
RESALE POTS**

Metric #	Provisioning	Standard	Actual Performance		Number of Observations		Standard Deviation	Sampling Error	Z-Score	
			VZ	CLEC Aggregate	VZ	All CLECs				
PR-1-04-2100 PR-1-05-2100	<b>PR-1 - Average Interval Offered</b>	Parity with Retail Parity with Retail	6.84	NA	88		8.15			
	Average Interval Offered - Dispatch (6-9 Lines) Average Interval Offered - Dispatch (>= 10 Lines)		10.14	0.00	78	1	9.73	9.79	1.04	
PR-2-04-2100 PR-2-05-2100	<b>PR-2 - Average Completed Interval</b>	Parity with Retail Parity with Retail	6.21	NA	66		6.12			
	Average Interval Completed - Dispatch (6-9 Lines) Average Interval Completed - Dispatch (>= 10 Lines)		8.00	0.00	53	1	6.39	6.45	1.24	
PR-3-01-2100 PR-3-02-2100 PR-3-03-2100 PR-3-04-2100 PR-3-05-2100 PR-3-06-2100 PR-3-07-2100 PR-3-08-2100 PR-3-09-2100 PR-3-10-2100	<b>PR-3 - Completed within 5 Days</b>	Parity with Retail Parity with Retail Parity with Retail Parity with Retail Parity with Retail Parity with Retail Parity with Retail Parity with Retail Parity with Retail Parity with Retail	70.00	46.27	18688	389			2.35	-10.11
	% Completed in 1 Day (1-5 Lines - No Dispatch)		82.95	61.18	18688	389			1.93	-11.30
	% Completed in 2 Days (1-5 Lines - No Dispatch)		95.32	98.97	18688	389			1.08	3.37
	% Completed in 3 Days (1-5 Lines - No Dispatch)		5.49	8.00	2751	25			4.58	0.55
	% Completed in 1 Day (1-5 Lines - Dispatch)		11.05	28.00	2751	25			6.30	2.69
	% Completed in 2 Days (1-5 Lines - Dispatch)		39.29	80.00	2751	25			9.81	4.15
	% Completed in 3 Days (1-5 Lines - Dispatch)		90.69	98.79	21439	414			1.44	5.62
	% Completed in 4 Days (1-5 Lines - Total)		98.84	99.74	18688	389			0.55	1.64
	% Completed in 5 Days (1-5 Lines - No Dispatch)		86.37	92.00	2751	25			6.89	0.82
	% Completed in 5 Days (1-5 Lines - Dispatch)		98.28	99.28	21439	414			0.65	1.55
	% Completed in 6 Days (1-5 Lines - Total)									
	PR-4-02-2100 PR-4-03-2100 PR-4-04-2100 PR-4-05-2100 PR-4-08-2100		<b>PR-4 - Missed Appointments</b>	Parity with Retail No Standard <sup>1</sup> Parity with Retail Parity with Retail No Standard <sup>1</sup>	2.92	1.25	989	4	5.63	2.82
Average Delay Days - Total		1.96	1.33							
% Missed Appointment - Customer		13.71	1.92		5258	52			4.79	2.46
% Missed Appointment - Verizon - Dispatch		0.84	0.43		32055	699			0.35	1.17
PR-5-01-2100 PR-5-02-2100 PR-5-03-2100	<b>PR-5 - Facility Missed Orders</b>	Parity with Retail Parity with Retail Parity with Retail	2.05	1.92	5258	52		1.97	0.07	
	% Missed Appointment - Verizon - Facilities		0.02	0.00	5258	52		0.20	0.10	
	% Orders Held for Facilities > 15 Days		0.02	0.00	5258	52		0.20	0.10	
	% Orders Held for Facilities > 60 Days									
PR-6-01-2100 PR-6-02-2100 PR-6-03-2100	<b>PR-6 - Installation Quality</b>	Parity with Retail Parity with Retail No Standard	4.59	3.69	36048	1058		0.65	1.38	
	% Installation Troubles reported within 30 Days		3.08	1.98	36048	1058		0.54	2.03	
	% Installation Troubles reported within 7 Days		4.22	2.17	36048	1058		0.63	3.27	
	% Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE									
PR-8-01-2100 PR-8-02-2100	<b>PR-8 - Open Orders in a Hold Status</b>	Parity with Retail Parity with Retail	0.02	0.00	37313	751		0.05	0.38	
	Open Orders in a Hold Status > 30 Days Open Orders in a Hold Status > 90 Days		0.01	0.00	37313	751		0.04	0.27	
<b>POTS - Business</b>										
PR-1-01-2110 PR-1-03-2110	<b>PR-1 - Average Interval Offered</b>	Parity with Retail Parity with Retail	1.12	0.90	4843	192	5.89	0.43	0.51	
	Average Interval Offered - Total No Dispatch Average Interval Offered - Dispatch (1-5 Lines)		4.53	3.50	1214	10	5.34	1.70	0.61	
PR-2-01-2110 PR-2-03-2110	<b>PR-2 - Average Completed Interval</b>	Parity with Retail Parity with Retail	0.88	0.91	4593	181	2.98	0.23	-0.13	
	Average Interval Completed - Total No Dispatch Average Interval Completed - Dispatch (1-5 Lines)		4.79	4.00	1008	7	5.42	2.06	0.38	
<b>POTS - Residence</b>										
PR-1-01-2120 PR-1-03-2120	<b>PR-1 - Average Interval Offered</b>	Parity with Retail Parity with Retail	1.11	1.69	22870	412	1.68	0.08	-6.95	
	Average Interval Offered - Total No Dispatch Average Interval Offered - Dispatch (1-5 Lines)		4.20	2.86	1988	21	1.29	0.28	4.74	
PR-2-01-2120 PR-2-03-2120	<b>PR-2 - Average Completed Interval</b>	Parity with Retail Parity with Retail	1.03	1.69	22369	407	1.68	0.08	-7.85	
	Average Interval Completed - Total No Dispatch Average Interval Completed - Dispatch (1-5 Lines)		4.36	2.78	1743	18	1.77	0.42	3.77	
<b>POTS &amp; Complex Aggregate</b>										
PR-1-12-2103 PR-2-18-2103	<b>PR-1 - Average Interval Offered</b>	Parity with Retail Parity with Retail	3.47	1.73	18394	407	5.72	0.29	6.07	
	Average Interval Offered - Disconnects		3.23	1.96	17216	380	5.49	0.28	4.46	
PR-1-01-2341 PR-1-02-2341	<b>PR-1 - Average Interval Offered</b>	Parity with Retail Parity with Retail	0.08	2.00	2632	1	0.55	0.55	-3.49	
	Average Interval Offered - Total No Dispatch Average Interval Offered - Total Dispatch		3.51	0.00	131	1	2.08	2.09	1.68	
PR-2-01-2341 PR-2-02-2341	<b>PR-2 - Average Completed Interval</b>	Parity with Retail Parity with Retail	0.09	2.00	2596	1	0.86	0.86	-2.22	
	Average Interval Completed - Total No Dispatch Average Interval Completed - Total Dispatch		4.45	0.00	100	1	3.29	3.31	1.35	
PR-4-02-2341 PR-4-03-2341 PR-4-04-2341 PR-4-05-2341 PR-4-08-2341	<b>PR-4 - Missed Appointments</b>	Parity with Retail No Standard <sup>1</sup> Parity with Retail Parity with Retail No Standard <sup>1</sup>	17.12	NA	25		56.86			
	Average Delay Days - Total		1.33	33.33						
	% Missed Appointment - Customer		10.56	0.00	180	1			30.82	0.34
	% Missed Appointment - Verizon - Dispatch		0.12	0.00	2602	2			2.45	0.05
	% Missed Appointment - Verizon - No Dispatch									
PR-5-01-2341 PR-5-02-2341 PR-5-03-2341	<b>PR-5 - Facility Missed Orders</b>	Parity with Retail Parity with Retail Parity with Retail	1.60	0.00	187	1		12.58	0.13	
	% Missed Appointment - Verizon - Facilities		0.00	0.00	187	1				
	% Orders Held for Facilities > 15 Days % Orders Held for Facilities > 60 Days		0.00	0.00	187	1				
PR-6-01-2341 PR-6-03-2341	<b>PR-6 - Installation Quality</b>	Parity with Retail No Standard	5.85	NA	171					
	% Install. Troubles Reported within 30 Days % Install. Troubles Reported within 30 Days - FOK/TOK/CPE		4.68	NA	171					
PR-8-01-2341 PR-8-02-2341	<b>PR-8 - Open Orders in a Hold Status</b>	Parity with Retail Parity with Retail	0.00	0.00	2789	3				
	Open Orders in a Hold Status > 30 Days Open Orders in a Hold Status > 90 Days		0.00	0.00	2789	3				

continued

**Carrier to Carrier  
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**CLEC Aggregate Performance - NOVA  
RESALE POTS continued**

Metric#	POTS - Maintenance	Standard	Actual Performance		Number of Observations		Standard Deviation	Sampling Error	Z-Score
			VZ	CLEC Aggregate	VZ	All CLECs			
<b>MR-2 - Trouble Report Rate</b>									
MR-2-02-2100	Network Trouble Report Rate – Loop	Parity with Retail	0.61	0.24	1270434	52122		0.03	10.61
MR-2-03-2100	Network Trouble Report Rate – Central Office	Parity with Retail	0.08	0.02	1270434	52122		0.01	4.52
MR-2-04-2100	% Subsequent Reports	No Standard <sup>2</sup>	6.83	3.50					
MR-2-05-2100	% CPE/TOK/FOK Trouble Report Rate	No Standard	0.68	0.20	1270434	52122		0.04	12.66
<b>MR-3 - Missed Repair Appointments</b>									
MR-3-01-2110	% Missed Repair Appointment – Loop Bus.	Parity with Retail	32.57	20.00	1308	60		6.19	2.03
MR-3-01-2120	% Missed Repair Appointment – Loop Res.	Parity with Retail	24.78	10.61	6428	66		5.34	2.65
MR-3-02-2110	% Missed Repair Appointment – Central Office Bus.	Parity with Retail	14.01	42.86	357	7		13.25	-2.18
MR-3-02-2120	% Missed Repair Appointment – Central Office Res.	Parity with Retail	20.12	0.00	661	5		18.00	1.12
MR-3-03-2100	% CPE/TOK/FOK - Missed Appointment	No Standard	13.40	11.54	8337	104		3.36	0.55
MR-3-04-2100	% Missed Repair Appointment - No Double Dispatch	No Standard	17.76	12.07	6077	116		3.58	1.59
MR-3-05-2100	% Missed Repair Appointment - Double Dispatch	No Standard	55.42	43.75	1754	16		12.48	0.93
<b>MR-4 - Trouble Duration Intervals</b>									
MR-4-01-2100	Mean Time To Repair – Total	Parity with Retail	22.99	15.61	8782	138	33.11	2.84	2.60
MR-4-02-2110	Mean Time To Repair – Loop Trouble- Bus.	Parity with Retail	17.01	13.94	1308	60	21.19	2.80	1.10
MR-4-02-2120	Mean Time To Repair – Loop Trouble - Res.	Parity with Retail	25.41	16.91	6428	66	36.20	4.48	1.90
MR-4-03-2110	Mean Time To Repair – Central Office Trouble- Bus.	Parity with Retail	10.19	15.69	357	7	14.90	5.68	-0.97
MR-4-03-2120	Mean Time To Repair – Central Office Trouble - Res.	Parity with Retail	17.29	18.32	661	5	22.49	10.10	-0.10
MR-4-04-2100	% Cleared (all troubles) within 24 Hours	Parity with Retail	67.82	83.33	8782	138		4.01	3.87
MR-4-06-2100	% Out of Service > 4 Hours	Parity with Retail	80.34	63.16	5769	95		4.11	4.18
MR-4-07-2100	% Out of Service > 12 Hours	Parity with Retail	64.74	47.37	5769	95		4.94	3.51
MR-4-08-2110	% Out of Service > 24 Hours - Bus.	Parity with Retail	18.36	19.15	975	47		5.78	-0.14
MR-4-08-2120	% Out of Service > 24 Hours - Res.	Parity with Retail	32.34	12.50	4775	48		6.79	2.92
<b>MR-5 - Repeat Trouble Reports</b>									
MR-5-01-2100	% Repeat Reports within 30 Days	Parity with Retail	15.35	14.49	8782	138		3.09	0.28
<b>2-Wire Digital Services</b>									
<b>MR-2 - Trouble Report Rate</b>									
MR-2-02-2341	Network Trouble Report Rate – Loop	Parity with Retail	0.20	0.43	24458	460		0.21	-1.15
MR-2-03-2341	Network Trouble Report Rate – Central Office	Parity with Retail	0.08	0.00	24458	460		0.13	0.59
MR-2-04-2341	% Subsequent Reports	No Standard <sup>2</sup>	14.10	0.00					
MR-2-05-2341	% CPE/TOK/FOK Trouble Report Rate	No Standard	0.72	0.65	24458	460		0.40	0.16
<b>MR-3 - Missed Repair Appointments</b>									
MR-3-01-2341	% Missed Repair Appointment – Loop	Parity with Retail	70.83	50.00	48	2		32.80	0.63
MR-3-02-2341	% Missed Repair Appointment – Central Office	Parity with Retail	21.05	NA	19				
MR-3-03-2341	% CPE/TOK/FOK - Missed Appointment	No Standard	30.29	33.33	175	3		26.76	-0.11
MR-3-04-2341	% Missed Repair Appointment - No Double Dispatch	No Standard	33.33	NA	18				
MR-3-05-2341	% Missed Repair Appointment - Double Dispatch	No Standard	66.67	50.00	48	2		34.02	0.49
<b>MR-4 - Trouble Duration Intervals</b>									
MR-4-01-2341	Mean Time To Repair – Total	Parity with Retail	25.36	44.25	67	2	22.08	15.85	-1.19
MR-4-02-2341	Mean Time To Repair – Loop Trouble	Parity with Retail	29.08	44.25	48	2	24.15	17.43	-0.87
MR-4-03-2341	Mean Time To Repair – Central Office Trouble	Parity with Retail	15.97	NA	19		11.64		
MR-4-04-2341	% Cleared (all troubles) within 24 Hours	Parity with Retail	53.73	50.00	67	2		35.78	-0.10
MR-4-07-2341	% Out of Service > 12 Hours	Parity with Retail	68.42	100.00	19	1		47.69	-0.66
MR-4-08-2341	% Out of Service > 24 Hours	Parity with Retail	42.11	100.00	19	1		50.66	-1.14
<b>MR-5 - Repeat Trouble Reports</b>									
MR-5-01-2341	% Repeat Reports within 30 Days	Parity with Retail	14.93	0.00	67	2		25.57	0.58

Legend Notations defined on Legend sheet - last page  
<sup>1</sup> Not in Control of Verizon  
<sup>2</sup> Parity to be assessed in conjunction with missed appointments

**Carrier to Carrier  
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**CLEC Aggregate Performance - CENTRAL  
RESALE POTS**

Metric #	Provisioning	Standard	Actual Performance		Number of Observations		Standard Deviation	Sampling Error	Z-Score
			VZ	CLEC Aggregate	VZ	All CLECs			
PR-1-04-2100 PR-1-05-2100	<b>PR-1 - Average Interval Offered</b>	Parity with Retail Parity with Retail	7.40	1.00	82	1	6.69	6.73	0.95
	Average Interval Offered - Dispatch (6-9 Lines) Average Interval Offered - Dispatch (>= 10 Lines)		11.94	NA	31		15.73		
PR-2-04-2100 PR-2-05-2100	<b>PR-2 - Average Completed Interval</b>	Parity with Retail Parity with Retail	6.43	1.00	69	1	5.11	5.15	1.06
	Average Interval Completed - Dispatch (6-9 Lines) Average Interval Completed - Dispatch (>= 10 Lines)		10.59	NA	27		12.35		
PR-3-01-2100 PR-3-02-2100 PR-3-03-2100 PR-3-04-2100 PR-3-05-2100 PR-3-06-2100 PR-3-07-2100 PR-3-08-2100 PR-3-09-2100 PR-3-10-2100	<b>PR-3 - Completed within 5 Days</b>	Parity with Retail Parity with Retail Parity with Retail Parity with Retail Parity with Retail Parity with Retail Parity with Retail Parity with Retail Parity with Retail Parity with Retail	75.83	42.53	19884	663		1.69	-19.70
	% Completed in 1 Day (1-5 Lines - No Dispatch)		86.64	70.59	19884	663		1.34	-11.95
	% Completed in 2 Days (1-5 Lines - No Dispatch)		96.92	98.49	19884	663		0.68	2.30
	% Completed in 3 Days (1-5 Lines - No Dispatch)		9.89	12.68	4926	418		1.52	1.83
	% Completed in 1 Day (1-5 Lines - Dispatch)		23.10	35.65	4926	418		2.15	5.84
	% Completed in 2 Days (1-5 Lines - Dispatch)		74.02	98.09	4926	418		2.23	10.77
	% Completed in 3 Days (1-5 Lines - Dispatch)		94.97	99.72	24810	1081		0.68	6.99
	% Completed in 4 Days (1-5 Lines - Total)		98.97	99.85	19884	663		0.40	2.21
	% Completed in 5 Days (1-5 Lines - No Dispatch)		93.24	99.76	4926	418		1.28	5.10
	% Completed in 5 Days (1-5 Lines - Dispatch)		98.46	99.81	24810	1081		0.38	3.53
	% Completed in 6 Days (1-5 Lines - Total)								
PR-4-02-2100 PR-4-03-2100 PR-4-04-2100 PR-4-05-2100 PR-4-08-2100	<b>PR-4 - Missed Appointments</b>	Parity with Retail No Standard <sup>1</sup> Parity with Retail Parity with Retail No Standard <sup>1</sup>	3.41	2.78	781	9	5.39	1.81	0.35
	Average Delay Days - Total		1.58	1.08					
	% Missed Appointment - Customer		6.60	1.45	8358	550		1.09	4.71
	% Missed Appointment - Verizon - Dispatch		0.60	0.06	38068	1570		0.20	2.72
	% Missed Appt. - Customer - Due to Late Order Confirmation			0.09		2120			
PR-5-01-2100 PR-5-02-2100 PR-5-03-2100	<b>PR-5 - Facility Missed Orders</b>	Parity with Retail Parity with Retail Parity with Retail	1.70	1.09	8358	550		0.57	1.07
	% Missed Appointment - Verizon - Facilities		0.05	0.00	8358	550		0.10	0.51
	% Orders Held for Facilities > 15 Days % Orders Held for Facilities > 60 Days		0.00	0.00	8358	550			
PR-6-01-2100 PR-6-02-2100 PR-6-03-2100	<b>PR-6 - Installation Quality</b>	Parity with Retail Parity with Retail No Standard	2.59	3.07	38973	2087		0.36	-1.34
	% Installation Troubles reported within 30 Days		1.54	1.68	38973	2087		0.28	-0.49
	% Installation Troubles reported within 7 Days		2.06	1.63	38973	2087		0.32	1.35
	% Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE								
PR-8-01-2100 PR-8-02-2100	<b>PR-8 - Open Orders in a Hold Status</b>	Parity with Retail Parity with Retail	0.07	0.00	46426	2120		0.06	1.19
	Open Orders in a Hold Status > 30 Days Open Orders in a Hold Status > 90 Days		0.02	0.00	46426	2120		0.03	0.64
<b>POTS - Business</b>									
PR-1-01-2110 PR-1-03-2110	<b>PR-1 - Average Interval Offered</b>	Parity with Retail Parity with Retail	1.25	1.03	3540	197	3.03	0.22	0.99
	Average Interval Offered - Total No Dispatch Average Interval Offered - Dispatch (1-5 Lines)		4.45	2.46	1428	13	5.39	1.50	1.33
PR-2-01-2110 PR-2-03-2110	<b>PR-2 - Average Completed Interval</b>	Parity with Retail Parity with Retail	1.17	0.99	3361	187	2.57	0.19	0.93
	Average Interval Completed - Total No Dispatch Average Interval Completed - Dispatch (1-5 Lines)		4.40	2.31	1261	13	4.71	1.31	1.59
<b>POTS - Residence</b>									
PR-1-01-2120 PR-1-03-2120	<b>PR-1 - Average Interval Offered</b>	Parity with Retail Parity with Retail	0.89	1.34	29298	1097	1.30	0.04	-11.26
	Average Interval Offered - Total No Dispatch Average Interval Offered - Dispatch (1-5 Lines)		3.26	2.58	3965	419	1.00	0.05	13.24
PR-2-01-2120 PR-2-03-2120	<b>PR-2 - Average Completed Interval</b>	Parity with Retail Parity with Retail	0.85	1.33	28688	1081	1.35	0.04	-11.48
	Average Interval Completed - Total No Dispatch Average Interval Completed - Dispatch (1-5 Lines)		3.14	2.56	3665	405	2.41	0.13	4.60
<b>POTS &amp; Complex Aggregate</b>									
PR-1-12-2103	<b>PR-1 - Average Interval Offered</b>	Parity with Retail	4.19	1.35	15469	1159	5.79	0.18	16.11
	Average Interval Offered - Disconnects								
PR-2-18-2103	<b>PR-2 - Average Completed Interval</b>	Parity with Retail	3.82	1.42	14018	1117	5.28	0.16	14.62
	Average Interval Completed - Disconnects								
<b>POTS - 2-Wire Digital Services</b>									
PR-1-01-2341 PR-1-02-2341	<b>PR-1 - Average Interval Offered</b>	Parity with Retail Parity with Retail	1.11	3.14	318	14	1.59	0.43	-4.68
	Average Interval Offered - Total No Dispatch Average Interval Offered - Total Dispatch		3.42	10.08	197	12	2.05	0.61	-10.93
PR-2-01-2341 PR-2-02-2341	<b>PR-2 - Average Completed Interval</b>	Parity with Retail Parity with Retail	1.17	4.69	292	13	1.71	0.48	-7.26
	Average Interval Completed - Total No Dispatch Average Interval Completed - Total Dispatch		3.88	10.08	156	12	2.33	0.70	-8.88
PR-4-02-2341 PR-4-03-2341 PR-4-04-2341 PR-4-05-2341 PR-4-08-2341	<b>PR-4 - Missed Appointments</b>	Parity with Retail No Standard <sup>1</sup> Parity with Retail Parity with Retail No Standard <sup>1</sup>	4.42	6.33	19	3	4.71	2.93	-0.65
	Average Delay Days - Total		5.55	7.14					
	% Missed Appointment - Customer		4.51	6.67	244	15		5.52	-0.39
	% Missed Appointment - Verizon - Dispatch		0.69	15.38	290	13		2.35	-6.26
	% Missed Appt. - Customer - Due to Late Order Confirmation			7.14		28			
PR-5-01-2341 PR-5-02-2341 PR-5-03-2341	<b>PR-5 - Facility Missed Orders</b>	Parity with Retail Parity with Retail Parity with Retail	2.79	0.00	251	15		4.38	0.64
	% Missed Appointment - Verizon - Facilities		0.00	0.00	251	15			
	% Orders Held for Facilities > 15 Days % Orders Held for Facilities > 60 Days		0.00	0.00	251	15			
PR-6-01-2341 PR-6-03-2341	<b>PR-6 - Installation Quality</b>	Parity with Retail No Standard	3.98	0.00	176	13		5.62	0.71
	% Install. Troubles Reported within 30 Days % Install. Troubles Reported within 30 Days - FOK/TOK/CPE		6.25	0.00	176	13		6.96	0.90
PR-8-01-2341 PR-8-02-2341	<b>PR-8 - Open Orders in a Hold Status</b>	Parity with Retail Parity with Retail	0.00	0.00	541	28			
	Open Orders in a Hold Status > 30 Days Open Orders in a Hold Status > 90 Days		0.00	0.00	541	28			

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**CLEC Aggregate Performance - CENTRAL  
RESALE POTS continued**

Metric#	POTS - Maintenance	Standard	Actual Performance		Number of Observations		Standard Deviation	Sampling Error	Z-Score
			VZ	CLEC Aggregate	VZ	All CLECs			
<b>MR-2 - Trouble Report Rate</b>									
MR-2-02-2100	Network Trouble Report Rate – Loop	Parity with Retail	1.06	0.73	651807	19414		0.07	4.46
MR-2-03-2100	Network Trouble Report Rate – Central Office	Parity with Retail	0.08	0.05	651807	19414		0.02	1.53
MR-2-04-2100	% Subsequent Reports	No Standard <sup>2</sup>	1.73	2.56					
MR-2-05-2100	% CPE/TOK/FOK Trouble Report Rate	No Standard	0.73	0.53	651807	19414		0.06	3.31
<b>MR-3 - Missed Repair Appointments</b>									
MR-3-01-2110	% Missed Repair Appointment – Loop Bus.	Parity with Retail	16.40	13.79	945	29		6.98	0.37
MR-3-01-2120	% Missed Repair Appointment – Loop Res.	Parity with Retail	7.37	7.96	5967	113		2.48	-0.24
MR-3-02-2110	% Missed Repair Appointment – Central Office Bus.	Parity with Retail	10.11	0.00	178	5		13.67	0.74
MR-3-02-2120	% Missed Repair Appointment – Central Office Res.	Parity with Retail	8.70	0.00	368	5		12.69	0.69
MR-3-03-2100	% CPE/TOK/FOK - Missed Appointment	No Standard	4.30	0.98	4762	102		2.03	1.64
MR-3-04-2100	% Missed Repair Appointment - No Double Dispatch	No Standard	3.41	2.59	5515	116		1.70	0.48
MR-3-05-2100	% Missed Repair Appointment - Double Dispatch	No Standard	28.23	29.03	1169	31		8.19	-0.10
<b>MR-4 - Trouble Duration Intervals</b>									
MR-4-01-2100	Mean Time To Repair – Total	Parity with Retail	14.04	10.66	7487	152	16.56	1.36	2.50
MR-4-02-2110	Mean Time To Repair – Loop Trouble- Bus.	Parity with Retail	11.21	7.50	945	29	14.37	2.71	1.37
MR-4-02-2120	Mean Time To Repair – Loop Trouble - Res.	Parity with Retail	14.93	11.81	5967	113	16.89	1.60	1.94
MR-4-03-2110	Mean Time To Repair – Central Office Trouble- Bus.	Parity with Retail	6.59	1.39	178	5	13.39	6.07	0.86
MR-4-03-2120	Mean Time To Repair – Central Office Trouble - Res.	Parity with Retail	9.99	12.13	368	5	13.48	6.07	-0.52
MR-4-04-2100	% Cleared (all troubles) within 24 Hours	Parity with Retail	87.07	91.45	7487	152		2.75	1.59
MR-4-06-2100	% Out of Service > 4 Hours	Parity with Retail	66.04	47.83	4944	115		4.47	4.08
MR-4-07-2100	% Out of Service > 12 Hours	Parity with Retail	47.53	39.13	4944	115		4.71	1.78
MR-4-08-2110	% Out of Service > 24 Hours - Bus.	Parity with Retail	10.27	0.00	701	20		6.88	1.49
MR-4-08-2120	% Out of Service > 24 Hours - Res.	Parity with Retail	11.88	10.53	4226	95		3.36	0.40
<b>MR-5 - Repeat Trouble Reports</b>									
MR-5-01-2100	% Repeat Reports within 30 Days	Parity with Retail	11.73	10.53	7487	152		2.64	0.46
<b>2-Wire Digital Services</b>									
<b>MR-2 - Trouble Report Rate</b>									
MR-2-02-2341	Network Trouble Report Rate – Loop	Parity with Retail	0.25	0.98	14225	102		0.49	-1.49
MR-2-03-2341	Network Trouble Report Rate – Central Office	Parity with Retail	0.29	0.00	14225	102		0.53	0.54
MR-2-04-2341	% Subsequent Reports	No Standard <sup>2</sup>	5.00	50.00					
MR-2-05-2341	% CPE/TOK/FOK Trouble Report Rate	No Standard	1.64	3.92	14225	102		1.26	-1.81
<b>MR-3 - Missed Repair Appointments</b>									
MR-3-01-2341	% Missed Repair Appointment – Loop	Parity with Retail	28.57	0.00	35	1		45.82	0.62
MR-3-02-2341	% Missed Repair Appointment – Central Office	Parity with Retail	12.20	NA	41				
MR-3-03-2341	% CPE/TOK/FOK - Missed Appointment	No Standard	9.44	0.00	233	4		14.74	0.64
MR-3-04-2341	% Missed Repair Appointment - No Double Dispatch	No Standard	11.54	NA	52				
MR-3-05-2341	% Missed Repair Appointment - Double Dispatch	No Standard	39.13	0.00	23	1		49.85	0.78
<b>MR-4 - Trouble Duration Intervals</b>									
MR-4-01-2341	Mean Time To Repair – Total	Parity with Retail	9.66	5.98	76	1	14.03	14.12	0.26
MR-4-02-2341	Mean Time To Repair – Loop Trouble	Parity with Retail	11.12	5.98	35	1	12.88	13.06	0.39
MR-4-03-2341	Mean Time To Repair – Central Office Trouble	Parity with Retail	8.42	NA	41		14.98		
MR-4-04-2341	% Cleared (all troubles) within 24 Hours	Parity with Retail	93.42	100.00	76	1		24.96	0.26
MR-4-07-2341	% Out of Service > 12 Hours	Parity with Retail	12.90	NA	31				
MR-4-08-2341	% Out of Service > 24 Hours	Parity with Retail	3.23	NA	31				
<b>MR-5 - Repeat Trouble Reports</b>									
MR-5-01-2341	% Repeat Reports within 30 Days	Parity with Retail	15.79	0.00	76	1		36.70	0.43

Legend Notations defined on Legend sheet - last page  
<sup>1</sup> Not in Control of Verizon  
<sup>2</sup> Parity to be assessed in conjunction with missed appointments

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**CLEC Aggregate Performance - EASTERN**  
**RESALE POTS**

Metric #	Provisioning	Standard	Actual Performance		Number of Observations		Standard Deviation	Sampling Error	Z-Score	
			VZ	CLEC Aggregate	VZ	All CLECs				
PR-1-04-2100 PR-1-05-2100	<b>PR-1 - Average Interval Offered</b> Average Interval Offered – Dispatch (6-9 Lines) Average Interval Offered – Dispatch (>= 10 Lines)	Parity with Retail Parity with Retail	6.52	NA	42		6.69			
			4.76	NA	17		2.59			
PR-2-04-2100 PR-2-05-2100	<b>PR-2 - Average Completed Interval</b> Average Interval Completed - Dispatch (6-9 Lines) Average Interval Completed - Dispatch (>= 10 Lines)	Parity with Retail Parity with Retail	6.40	NA	35		6.65			
			5.00	NA	13		2.92			
PR-3-01-2100 PR-3-02-2100 PR-3-03-2100 PR-3-04-2100 PR-3-05-2100 PR-3-06-2100 PR-3-07-2100 PR-3-08-2100 PR-3-09-2100 PR-3-10-2100	<b>PR-3 - Completed within 5 Days</b> % Completed in 1 Day (1-5 Lines - No Dispatch) % Completed in 2 Days (1-5 Lines - No Dispatch) % Completed in 3 Days (1-5 Lines - No Dispatch) % Completed in 1 Day (1-5 Lines - Dispatch) % Completed in 2 Days (1-5 Lines - Dispatch) % Completed in 3 Days (1-5 Lines - Dispatch) % Completed in 4 Days (1-5 Lines - Total) % Completed in 5 Days (1-5 Lines - No Dispatch) % Completed in 5 Days (1-5 Lines - Dispatch) % Completed in 6 Days (1-5 Lines - Total)	Parity with Retail Parity with Retail Parity with Retail Parity with Retail Parity with Retail Parity with Retail Parity with Retail Parity with Retail Parity with Retail Parity with Retail	73.00	40.63	15257	539		1.95	-16.64	
			85.13	71.43	15257	539		1.56	-8.79	
			97.65	99.26	15257	539		0.66	2.42	
			10.84	12.50	3846	528		1.44	1.15	
			23.74	35.42	3846	528		1.97	5.91	
			86.66	97.73	3846	528		1.58	7.02	
			97.57	99.63	19103	1067		0.48	4.25	
			99.12	100.00	15257	539		0.41	2.15	
			95.92	99.62	3846	528		0.92	4.03	
			98.79	99.81	19103	1067		0.34	2.97	
			PR-4-02-2100 PR-4-03-2100 PR-4-04-2100 PR-4-05-2100 PR-4-08-2100	<b>PR-4 - Missed Appointments</b> Average Delay Days – Total % Missed Appointment – Customer % Missed Appointment – Verizon – Dispatch % Missed Appointment – Verizon – No Dispatch % Missed Appt. – Customer – Due to Late Order Confirmation	Parity with Retail No Standard <sup>1</sup> Parity with Retail Parity with Retail No Standard <sup>1</sup>	5.04	4.00	428	6	14.16
1.33	1.33									
3.74	0.68	6070				740		0.74	4.14	
0.70	0.08	28633				1209		0.24	2.53	
PR-5-01-2100 PR-5-02-2100 PR-5-03-2100	<b>PR-5 - Facility Missed Orders</b> % Missed Appointment – Verizon – Facility: % Orders Held for Facilities > 15 Days % Orders Held for Facilities > 60 Days	Parity with Retail Parity with Retail Parity with Retail	0.35	0.14	6070	740		0.23	0.91	
			0.03	0.00	6070	740		0.07	0.44	
			0.00	0.00	6070	740				
PR-6-01-2100 PR-6-02-2100 PR-6-03-2100	<b>PR-6 - Installation Quality</b> % Installation Troubles reported within 30 Day % Installation Troubles reported within 7 Day % Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE	Parity with Retail Parity with Retail No Standard	3.41	3.50	27850	1826		0.44	-0.22	
			2.14	1.97	27850	1826		0.35	0.48	
			3.55	4.55	27850	1826		0.45	-2.23	
PR-8-01-2100 PR-8-02-2100	<b>PR-8 - Open Orders in a Hold Status</b> Open Orders in a Hold Status > 30 Days Open Orders in a Hold Status > 90 Days	Parity with Retail Parity with Retail	0.09	0.00	34703	1949		0.07	1.29	
			0.05	0.00	34703	1949		0.05	0.96	
<b>POTS - Business</b>										
PR-1-01-2110 PR-1-03-2110	<b>PR-1 - Average Interval Offered</b> Average Interval Offered – Total No Dispatch Average Interval Offered – Dispatch (1-5 Lines)	Parity with Retail Parity with Retail	1.04	0.95	1930	94	2.14	0.23	0.40	
			4.21	2.30	873	10	4.19	1.33	1.43	
PR-2-01-2110 PR-2-03-2110	<b>PR-2 - Average Completed Interval</b> Average Interval Completed – Total No Dispatch Average Interval Completed – Dispatch (1-5 Lines)	Parity with Retail Parity with Retail	0.99	0.89	1846	82	2.10	0.24	0.42	
			4.31	3.67	782	6	4.99	2.04	0.31	
<b>POTS - Residence</b>										
PR-1-01-2120 PR-1-03-2120	<b>PR-1 - Average Interval Offered</b> Average Interval Offered – Total No Dispatch Average Interval Offered – Dispatch (1-5 Lines)	Parity with Retail Parity with Retail	0.95	1.43	22563	818	1.60	0.06	-8.43	
			2.84	2.55	3288	531	0.84	0.04	7.38	
PR-2-01-2120 PR-2-03-2120	<b>PR-2 - Average Completed Interval</b> Average Interval Completed – Total No Dispatch Average Interval Completed – Dispatch (1-5 Lines)	Parity with Retail Parity with Retail	0.91	1.42	22091	810	1.52	0.05	-9.38	
			2.79	2.56	3064	522	1.44	0.07	3.37	
<b>POTS &amp; Complex Aggregate</b>										
PR-1-12-2103	<b>PR-1 - Average Interval Offered</b> Average Interval Offered – Disconnects	Parity with Retail	3.93	1.29	13227	1271	5.09	0.15	17.66	
PR-2-18-2103	<b>PR-2 - Average Completed Interval</b> Average Interval Completed – Disconnects	Parity with Retail	3.55	1.14	11869	1214	4.57	0.14	17.50	
<b>POTS - 2-Wire Digital Services</b>										
PR-1-01-2341 PR-1-02-2341	<b>PR-1 - Average Interval Offered</b> Average Interval Offered – Total No Dispatch Average Interval Offered – Total Dispatch	Parity with Retail Parity with Retail	1.07	1.00	107	3	1.34	0.78	0.09	
			3.05	0.00	60	2	1.94	1.39	2.19	
PR-2-01-2341 PR-2-02-2341	<b>PR-2 - Average Completed Interval</b> Average Interval Completed – Total No Dispatch Average Interval Completed – Total Dispatch	Parity with Retail Parity with Retail	1.53	0.00	80	1	2.95	2.97	0.52	
			4.34	0.00	41	2	3.31	2.40	1.81	
PR-4-02-2341 PR-4-03-2341 PR-4-04-2341 PR-4-05-2341 PR-4-08-2341	<b>PR-4 - Missed Appointments</b> Average Delay Days – Total % Missed Appointment – Customer % Missed Appointment – Verizon – Dispatch % Missed Appointment – Verizon – No Dispatch % Missed Appt. – Customer – Due to Late Order Confirmation	Parity with Retail No Standard <sup>1</sup> Parity with Retail Parity with Retail No Standard <sup>1</sup>	4.94	NA	16		5.96			
			6.88	0.00						
			13.54	0.00	96	2		24.44	0.55	
			2.17	0.00	92	1		14.65	0.15	
PR-5-01-2341 PR-5-02-2341 PR-5-03-2341	<b>PR-5 - Facility Missed Orders</b> % Missed Appointment – Verizon – Facility: % Orders Held for Facilities > 15 Day % Orders Held for Facilities > 60 Days	Parity with Retail Parity with Retail Parity with Retail	1.03	0.00	97	2		7.21	0.14	
			0.00	0.00	97	2				
			0.00	0.00	97	2				
PR-6-01-2341 PR-6-03-2341	<b>PR-6 - Installation Quality</b> % Install. Troubles Reported within 30 Day % Install. Troubles Reported within 30 Days - FOK/TOK/CPE	Parity with Retail No Standard	3.33	NA	90					
			3.33	NA	90					
PR-8-01-2341 PR-8-02-2341	<b>PR-8 - Open Orders in a Hold Status</b> Open Orders in a Hold Status > 30 Days Open Orders in a Hold Status > 90 Days	Parity with Retail Parity with Retail	0.00	0.00	189	3				
			0.00	0.00	189	3				

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**CLEC Aggregate Performance - EASTERN**  
**RESALE POTS continued**

**POTS - Maintenance**

Metric#	Standard	Actual Performance		Number of Observations		Standard Deviation	Sampling Error	Z-Score
		VZ	CLEC Aggregate	VZ	All CLECs			
<b>MR-2 - Trouble Report Rate</b>								
MR-2-02-2100	Network Trouble Report Rate – Loop	0.84	0.51	678241	29021		0.05	6.10
MR-2-03-2100	Network Trouble Report Rate – Central Office	0.08	0.03	678241	29021		0.02	2.70
MR-2-04-2100	% Subsequent Reports	2.09	0.63					
MR-2-05-2100	% CPE/TOK/FOK Trouble Report Rate	0.82	0.58	678241	29021		0.05	4.40
<b>MR-3 - Missed Repair Appointments</b>								
MR-3-01-2110	% Missed Repair Appointment – Loop Bus	16.36	10.00	752	30		6.89	0.92
MR-3-01-2120	% Missed Repair Appointment – Loop Res	10.43	5.08	4956	118		2.85	1.88
MR-3-02-2110	% Missed Repair Appointment – Central Office Bus	3.19	0.00	94	2		12.56	0.25
MR-3-02-2120	% Missed Repair Appointment – Central Office Res	8.63	14.29	417	7		10.70	-0.53
MR-3-03-2100	% CPE/TOK/FOK - Missed Appointment	4.82	2.98	5536	168		1.68	1.10
MR-3-04-2100	% Missed Repair Appointment - No Double Dispatch	5.94	2.29	4745	131		2.09	1.74
MR-3-05-2100	% Missed Repair Appointment - Double Dispatch	44.10	31.82	771	22		10.74	1.14
<b>MR-4 - Trouble Duration Intervals</b>								
MR-4-01-2100	Mean Time To Repair – Total	12.93	8.40	6238	157	15.38	1.24	3.65
MR-4-02-2110	Mean Time To Repair – Loop Trouble- Bus	9.84	8.95	752	30	13.52	2.52	0.35
MR-4-02-2120	Mean Time To Repair – Loop Trouble - Res	13.86	8.24	4956	118	15.79	1.47	3.82
MR-4-03-2110	Mean Time To Repair – Central Office Trouble- Bus	4.03	0.51	94	2	6.64	4.74	0.68
MR-4-03-2120	Mean Time To Repair – Central Office Trouble - Res	8.31	10.88	417	7	10.53	4.01	-0.64
MR-4-04-2100	% Cleared (all troubles) within 24 Hour:	88.46	95.54	6238	157		2.88	2.74
MR-4-06-2100	% Out of Service > 4 Hours	62.77	43.20	3814	125		4.39	4.45
MR-4-07-2100	% Out of Service > 12 Hours	45.02	32.80	3814	125		4.52	2.70
MR-4-08-2110	% Out of Service > 24 Hours - Bus	4.16	4.55	481	22		4.35	-0.09
MR-4-08-2120	% Out of Service > 24 Hours - Res.	7.90	3.88	3318	103		2.70	1.49
<b>MR-5 - Repeat Trouble Reports</b>								
MR-5-01-2100	% Repeat Reports within 30 Days	12.15	9.55	6238	157		2.64	0.98
<b>2-Wire Digital Services</b>								
<b>MR-2 - Trouble Report Rate</b>								
MR-2-02-2341	Network Trouble Report Rate – Loop	0.27	0.00	6650	126		0.47	0.58
MR-2-03-2341	Network Trouble Report Rate – Central Office	0.20	0.00	6650	126		0.40	0.49
MR-2-04-2341	% Subsequent Reports	13.89	NA					
MR-2-05-2341	% CPE/TOK/FOK Trouble Report Rate	1.41	0.79	6650	126		1.06	0.58
<b>MR-3 - Missed Repair Appointments</b>								
MR-3-01-2341	% Missed Repair Appointment – Loop	27.78	NA	18				
MR-3-02-2341	% Missed Repair Appointment – Central Office	46.15	NA	13				
MR-3-03-2341	% CPE/TOK/FOK - Missed Appointment	25.53	0.00	94	1		43.83	0.58
MR-3-04-2341	% Missed Repair Appointment - No Double Dispatch	11.11	NA	18				
MR-3-05-2341	% Missed Repair Appointment - Double Dispatch	69.23	NA	13				
<b>MR-4 - Trouble Duration Intervals</b>								
MR-4-01-2341	Mean Time To Repair – Total	18.36	NA	31		19.85		
MR-4-02-2341	Mean Time To Repair – Loop Troublk	20.30	NA	18		18.86		
MR-4-03-2341	Mean Time To Repair – Central Office Troublk	15.68	NA	13		21.63		
MR-4-04-2341	% Cleared (all troubles) within 24 Hour:	70.97	NA	31				
MR-4-07-2341	% Out of Service > 12 Hours	66.67	NA	12				
MR-4-08-2341	% Out of Service > 24 Hours	41.67	NA	12				
<b>MR-5 - Repeat Trouble Reports</b>								
MR-5-01-2341	% Repeat Reports within 30 Days	19.35	NA	31				

Legend Notations defined on Legend sheet - last page

<sup>1</sup> Not in Control of Verizon  
<sup>2</sup> Parity to be assessed in conjunction with missed appointment

**Carrier to Carrier  
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**CLEC Aggregate Performance - WESTERN  
RESALE POTS**

Metric #	Provisioning	Standard	Actual Performance		Number of Observations		Standard Deviation	Sampling Error	Z-Score
			VZ	CLEC Aggregate	VZ	All CLECs			
<b>PR-1 - Average Interval Offered</b>									
PR-1-04-2100	Average Interval Offered - Dispatch (6-9 Lines)	Parity with Retail	3.92	NA	12		3.34		
PR-1-05-2100	Average Interval Offered - Dispatch (>= 10 Lines)	Parity with Retail	3.00	NA	5		2.83		
<b>PR-2 - Average Completed Interval</b>									
PR-2-04-2100	Average Interval Completed - Dispatch (6-9 Lines)	Parity with Retail	4.30	NA	10		4.00		
PR-2-05-2100	Average Interval Completed - Dispatch (>= 10 Lines)	Parity with Retail	3.00	NA	5		2.35		
<b>PR-3 - Completed within 5 Days</b>									
PR-3-01-2100	% Completed in 1 Day (1-5 Lines - No Dispatch)	Parity with Retail	81.93	35.65	7331	230		2.58	-17.96
PR-3-02-2100	% Completed in 2 Days (1-5 Lines - No Dispatch)	Parity with Retail	90.63	67.83	7331	230		1.95	-11.68
PR-3-03-2100	% Completed in 3 Days (1-5 Lines - No Dispatch)	Parity with Retail	97.80	98.26	7331	230		0.98	0.47
PR-3-04-2100	% Completed in 1 Day (1-5 Lines - Dispatch)	Parity with Retail	10.38	20.00	1908	265		2.00	4.81
PR-3-05-2100	% Completed in 2 Days (1-5 Lines - Dispatch)	Parity with Retail	20.91	52.08	1908	265		2.67	11.69
PR-3-06-2100	% Completed in 3 Days (1-5 Lines - Dispatch)	Parity with Retail	83.12	96.60	1908	265		2.46	5.49
PR-3-07-2100	% Completed in 4 Days (1-5 Lines - Total)	Parity with Retail	97.95	99.60	9239	495		0.65	2.52
PR-3-08-2100	% Completed in 5 Days (1-5 Lines - No Dispatch)	Parity with Retail	99.56	100.00	7331	230		0.44	0.99
PR-3-09-2100	% Completed in 5 Days (1-5 Lines - Dispatch)	Parity with Retail	96.49	100.00	1908	265		1.21	2.91
PR-3-10-2100	% Completed in 6 Days (1-5 Lines - Total)	Parity with Retail	99.26	100.00	9239	495		0.40	1.87
<b>PR-4 - Missed Appointments</b>									
PR-4-02-2100	Average Delay Days - Total	Parity with Retail	2.92	2.00	264	6	4.74	1.96	0.47
PR-4-03-2100	% Missed Appointment - Customer	No Standard <sup>1</sup>	1.13	1.37					
PR-4-04-2100	% Missed Appointment - Verizon - Dispatch	Parity with Retail	5.34	1.49	2863	336		1.30	2.97
PR-4-05-2100	% Missed Appointment - Verizon - No Dispatch	Parity with Retail	0.79	0.16	14050	614		0.37	1.73
PR-4-08-2100	% Missed Appt. - Customer - Due to Late Order Confirmation	No Standard <sup>1</sup>		0.11		950			
<b>PR-5 - Facility Missed Orders</b>									
PR-5-01-2100	% Missed Appointment - Verizon - Facilities	Parity with Retail	1.43	0.30	2863	336		0.68	1.65
PR-5-02-2100	% Orders Held for Facilities > 15 Days	Parity with Retail	0.03	0.00	2863	336		0.10	0.30
PR-5-03-2100	% Orders Held for Facilities > 60 Days	Parity with Retail	0.00	0.00	2863	336			
<b>PR-6 - Installation Quality</b>									
PR-6-01-2100	% Installation Troubles reported within 30 Days	Parity with Retail	4.53	5.69	12795	808		0.75	-1.54
PR-6-02-2100	% Installation Troubles reported within 7 Days	Parity with Retail	2.46	3.34	12795	808		0.56	-1.56
PR-6-03-2100	% Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE	No Standard	3.94	5.32	12795	808		0.71	-1.96
<b>PR-8 - Open Orders in a Hold Status</b>									
PR-8-01-2100	Open Orders in a Hold Status > 30 Days	Parity with Retail	0.07	0.00	16913	950		0.09	0.79
PR-8-02-2100	Open Orders in a Hold Status > 90 Days	Parity with Retail	0.05	0.00	16913	950		0.07	0.67
<b>POTS - Business</b>									
<b>PR-1 - Average Interval Offered</b>									
PR-1-01-2110	Average Interval Offered - Total No Dispatch	Parity with Retail	1.26	1.25	933	57	3.81	0.52	0.02
PR-1-03-2110	Average Interval Offered - Dispatch (1-5 Lines)	Parity with Retail	4.20	2.29	396	7	4.73	1.80	1.06
<b>PR-2 - Average Completed Interval</b>									
PR-2-01-2110	Average Interval Completed - Total No Dispatch	Parity with Retail	1.06	1.18	883	51	2.13	0.31	-0.39
PR-2-03-2110	Average Interval Completed - Dispatch (1-5 Lines)	Parity with Retail	3.82	2.00	361	7	3.94	1.50	1.21
<b>POTS - Residence</b>									
<b>PR-1 - Average Interval Offered</b>									
PR-1-01-2120	Average Interval Offered - Total No Dispatch	Parity with Retail	0.72	1.16	11348	477	1.11	0.05	-8.48
PR-1-03-2120	Average Interval Offered - Dispatch (1-5 Lines)	Parity with Retail	2.91	2.33	1645	265	0.73	0.05	12.00
<b>PR-2 - Average Completed Interval</b>									
PR-2-01-2120	Average Interval Completed - Total No Dispatch	Parity with Retail	0.70	1.15	11134	471	1.13	0.05	-8.47
PR-2-03-2120	Average Interval Completed - Dispatch (1-5 Lines)	Parity with Retail	2.94	2.32	1547	258	1.43	0.10	6.45
<b>POTS &amp; Complex Aggregate</b>									
<b>PR-1 - Average Interval Offered</b>									
PR-1-12-2103	Average Interval Offered - Disconnects	Parity with Retail	3.07	1.32	4501	431	5.74	0.29	6.05
<b>PR-2 - Average Completed Interval</b>									
PR-2-18-2103	Average Interval Completed - Disconnects	Parity with Retail	2.73	1.17	4227	411	4.98	0.26	6.06
<b>POTS - 2-Wire Digital Services</b>									
<b>PR-1 - Average Interval Offered</b>									
PR-1-01-2341	Average Interval Offered - Total No Dispatch	Parity with Retail	1.67	1.00	54	2	1.72	1.24	0.54
PR-1-02-2341	Average Interval Offered - Total Dispatch	Parity with Retail	2.75	NA	16		2.38		
<b>PR-2 - Average Completed Interval</b>									
PR-2-01-2341	Average Interval Completed - Total No Dispatch	Parity with Retail	1.68	1.00	53	2	1.70	1.22	0.56
PR-2-02-2341	Average Interval Completed - Total Dispatch	Parity with Retail	3.00	NA	13		2.45		
<b>PR-4 - Missed Appointments</b>									
PR-4-02-2341	Average Delay Days - Total	Parity with Retail	3.50	NA	2		2.12		
PR-4-03-2341	% Missed Appointment - Customer	No Standard <sup>1</sup>	2.86	0.00					
PR-4-04-2341	% Missed Appointment - Verizon - Dispatch	Parity with Retail	11.76	NA	17				
PR-4-05-2341	% Missed Appointment - Verizon - No Dispatch	Parity with Retail	0.00	0.00	53	2			
PR-4-08-2341	% Missed Appt. - Customer - Due to Late Order Confirmation	No Standard <sup>1</sup>		0.00		2			
<b>PR-5 - Facility Missed Orders</b>									
PR-5-01-2341	% Missed Appointment - Verizon - Facilities	Parity with Retail	0.00	NA	17				
PR-5-02-2341	% Orders Held for Facilities > 15 Days	Parity with Retail	0.00	NA	17				
PR-5-03-2341	% Orders Held for Facilities > 60 Days	Parity with Retail	0.00	NA	17				
<b>PR-6 - Installation Quality</b>									
PR-6-01-2341	% Install. Troubles Reported within 30 Days	Parity with Retail	0.00	NA	12				
PR-6-03-2341	% Install. Troubles Reported within 30 Days - FOK/TOK/CPE	No Standard	0.00	NA	12				
<b>PR-8 - Open Orders in a Hold Status</b>									
PR-8-01-2341	Open Orders in a Hold Status > 30 Days	Parity with Retail	0.00	0.00	70	2			
PR-8-02-2341	Open Orders in a Hold Status > 90 Days	Parity with Retail	0.00	0.00	70	2			

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**CLEC Aggregate Performance - WESTERN  
RESALE POTS continued**

Metric#	POTS - Maintenance	Standard	Actual Performance		Number of Observations		Standard Deviation	Sampling Error	Z-Score
			VZ	CLEC Aggregate	VZ	All CLECs			
<b>MR-2 - Trouble Report Rate</b>									
MR-2-02-2100	Network Trouble Report Rate - Loop	Parity with Retail	1.10	0.38	481746	25445		0.07	10.77
MR-2-03-2100	Network Trouble Report Rate - Central Office	Parity with Retail	0.06	0.09	481746	25445		0.02	-1.75
MR-2-04-2100	% Subsequent Reports	No Standard <sup>2</sup>	1.10	0.84					
MR-2-05-2100	% CPE/TOK/FOK Trouble Report Rate	No Standard	0.70	0.40	481746	25445		0.05	5.70
<b>MR-3 - Missed Repair Appointments</b>									
MR-3-01-2110	% Missed Repair Appointment - Loop Bus.	Parity with Retail	18.60	21.21	527	33		6.98	-0.37
MR-3-01-2120	% Missed Repair Appointment - Loop Res.	Parity with Retail	9.40	3.17	4757	63		3.70	1.68
MR-3-02-2110	% Missed Repair Appointment - Central Office Bus.	Parity with Retail	3.33	5.00	60	20		4.63	-0.36
MR-3-02-2120	% Missed Repair Appointment - Central Office Res.	Parity with Retail	4.46	0.00	224	2		14.66	0.30
MR-3-03-2100	% CPE/TOK/FOK - Missed Appointment	No Standard	4.40	1.98	3388	101		2.07	1.17
MR-3-04-2100	% Missed Repair Appointment - No Double Dispatch	No Standard	7.61	4.08	4142	98		2.71	1.30
MR-3-05-2100	% Missed Repair Appointment - Double Dispatch	No Standard	33.49	30.77	627	13		13.22	0.21
<b>MR-4 - Trouble Duration Intervals</b>									
MR-4-01-2100	Mean Time To Repair - Total	Parity with Retail	13.05	9.09	5584	118	14.59	1.36	2.92
MR-4-02-2110	Mean Time To Repair - Loop Trouble- Bus.	Parity with Retail	9.73	8.02	527	33	10.74	1.93	0.89
MR-4-02-2120	Mean Time To Repair - Loop Trouble - Res.	Parity with Retail	13.80	11.82	4757	63	14.86	1.88	1.05
MR-4-03-2110	Mean Time To Repair - Central Office Trouble- Bus.	Parity with Retail	3.77	3.04	60	20	7.46	1.93	0.38
MR-4-03-2120	Mean Time To Repair - Central Office Trouble - Res.	Parity with Retail	4.81	1.58	224	2	7.51	5.33	0.61
MR-4-04-2100	% Cleared (all troubles) within 24 Hours	Parity with Retail	89.51	94.92	5584	118		2.85	1.90
MR-4-06-2100	% Out of Service > 4 Hours	Parity with Retail	69.09	46.51	2481	86		5.07	4.45
MR-4-07-2100	% Out of Service > 12 Hours	Parity with Retail	45.10	27.91	2481	86		5.46	3.15
MR-4-08-2110	% Out of Service > 24 Hours - Bus.	Parity with Retail	4.49	0.00	267	36		3.68	1.22
MR-4-08-2120	% Out of Service > 24 Hours - Res.	Parity with Retail	6.84	6.00	2206	50		3.61	0.23
<b>MR-5 - Repeat Trouble Reports</b>									
MR-5-01-2100	% Repeat Reports within 30 Days	Parity with Retail	12.02	6.78	5584	118		3.03	1.73
<b>2-Wire Digital Services</b>									
<b>MR-2 - Trouble Report Rate</b>									
MR-2-02-2341	Network Trouble Report Rate - Loop	Parity with Retail	0.37	0.00	2966	232		0.41	0.89
MR-2-03-2341	Network Trouble Report Rate - Central Office	Parity with Retail	0.24	0.00	2966	232		0.33	0.71
MR-2-04-2341	% Subsequent Reports	No Standard <sup>2</sup>	0.00	NA					
MR-2-05-2341	% CPE/TOK/FOK Trouble Report Rate	No Standard	1.18	0.86	2966	232		0.74	0.43
<b>MR-3 - Missed Repair Appointments</b>									
MR-3-01-2341	% Missed Repair Appointment - Loop	Parity with Retail	27.27	NA	11				
MR-3-02-2341	% Missed Repair Appointment - Central Office	Parity with Retail	0.00	NA	7				
MR-3-03-2341	% CPE/TOK/FOK - Missed Appointment	No Standard	14.29	50.00	35	2		25.44	-1.40
MR-3-04-2341	% Missed Repair Appointment - No Double Dispatch	No Standard	14.29	NA	14				
MR-3-05-2341	% Missed Repair Appointment - Double Dispatch	No Standard	25.00	NA	4				
<b>MR-4 - Trouble Duration Intervals</b>									
MR-4-01-2341	Mean Time To Repair - Total	Parity with Retail	17.50	NA	18		18.44		
MR-4-02-2341	Mean Time To Repair - Loop Trouble	Parity with Retail	25.84	NA	11		19.04		
MR-4-03-2341	Mean Time To Repair - Central Office Trouble	Parity with Retail	4.41	NA	7		5.63		
MR-4-04-2341	% Cleared (all troubles) within 24 Hours	Parity with Retail	72.22	NA	18				
MR-4-07-2341	% Out of Service > 12 Hours	Parity with Retail	54.55	NA	11				
MR-4-08-2341	% Out of Service > 24 Hours	Parity with Retail	27.27	NA	11				
<b>MR-5 - Repeat Trouble Reports</b>									
MR-5-01-2341	% Repeat Reports within 30 Days	Parity with Retail	5.56	NA	18				

Legend Notations defined on Legend sheet - last page  
<sup>1</sup> Not in Control of Verizon  
<sup>2</sup> Parity to be assessed in conjunction with missed appointments

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**CLEC Aggregate Performance**  
**ORDERING - UNE POTS / SPECIAL SERVICES**

Metric #	Standard	CLEC Aggregate Performance	CLEC Aggregate Observations
<b>UNE Pre-ordering</b>			
<b>PO-3 - Contact Center Availability</b>			
PO-3-01-3000	Average Speed of Answering – Ordering****(secs)	No Standard	61.31
PO-3-02-3000	% Answered within 30 Seconds – Ordering ****	80% within 30 Seconds	72.97
PO-3-03-3000	Average Speed of Answering – Repair***** (secs)	No Standard	5.54
PO-3-04-3000	% Answered within 30 Seconds – Repair*****	80% within 30 Seconds	93.64
<b>UNE Ordering</b>			
<b>OR-8 - Acknowledgement Timeliness</b>			
OR-8-01-3000	% Acknowledgements onTime	95% within 2 Hours	100.00
<b>OR-9 - Order Acknowledgement Completeness</b>			
OR-9-01-3000	% Acknowledgement Completeness	99%	100.00
<b>Platform</b>			
<b>OR-1 - Order Confirmation Timeliness</b>			
OR-1-01-3143	Average Local Service Request Confirmation (LSRC) Time (Flow-Through)	No Standard	0.06
OR-1-02-3143	% On Time LSRC – Flow Through	95% within 2 Hours	100.00
OR-1-03-3143	Average LSRC/ASRC Time No Facility Check	No Standard	18.22
OR-1-04-3143	% On Time LSRC/ASRC No Facility Check	95% within 24 Hours	95.40
OR-1-05-3143	Average LSRC/ASRC Time Facility Check	No Standard	39.43
OR-1-06-3143	% On Time LSRC/ASRC Facility Check	95% within 72 Hours	98.26
<b>OR-2 - Reject Timeliness</b>			
OR-2-01-3143	Average Local Service Request (LSR) Reject - Time (Flow-Through)	No Standard	0.02
OR-2-02-3143	% On Time LSR Reject – Flow Through	95% within 2 Hours	99.42
OR-2-03-3143	Average LSR/ASR Reject Time No Facility Check	No Standard	16.20
OR-2-04-3143	% On Time LSR/ASR Reject No Facility Check	95% within 24 Hours	95.11
OR-2-05-3143	Average LSR/ASR Reject Time Facility Check	No Standard	48.07
OR-2-06-3143	% On Time LSR/ASR Reject Facility Check	95% within 72 Hours	96.43
<b>OR-6 - Order Accuracy</b>			
OR-6-01-3143	% Accuracy – Orders	95% orders without Verizon Errors	89.66
OR-6-02-3143	% Accuracy – Opportunities	No Standard	98.10
OR-6-03-3143	% Accuracy – LSRC	<= 5% LSRCs resent due to Verizon error	0.00
<b>OR-7 - Order Completeness</b>			
OR-7-01-3143	% Order Confirmation/Rejects sent within 3 Business Days	95%	98.84
<b>Loop/Pre-qualified Complex/LNP</b>			
<b>OR-1 - Order Confirmation Timeliness</b>			
OR-1-01-3331	Average Local Service Request Confirmation (LSRC) Time (Flow-Through)	No Standard	0.07
OR-1-02-3331	% On Time LSRC – Flow Through	95% within 2 Hours	99.90
OR-1-03-3331	Average LSRC/ASRC Time No Facility Check	No Standard	13.66
OR-1-04-3331	% On Time LSRC/ASRC No Facility Check	95% within 24 Hours	98.46
OR-1-05-3331	Average LSRC/ASRC Time Facility Check	No Standard	14.34
OR-1-06-3331	% On Time LSRC/ASRC Facility Check	95% within 72 Hours	99.46
<b>OR-2 - Reject Timeliness</b>			
OR-2-01-3331	Average Local Service Request (LSR) Reject - Time (Flow-Through)	No Standard	0.01
OR-2-02-3331	% On Time LSR Reject – Flow Through	95% within 2 Hours	100.00
OR-2-03-3331	Average LSR/ASR Reject Time No Facility Check	No Standard	12.79
OR-2-04-3331	% On Time LSR/ASR Reject No Facility Check	95% within 24 Hours	99.19
OR-2-05-3331	Average LSR/ASR Reject Time Facility Check	No Standard	15.02
OR-2-06-3331	% On Time LSR/ASR Reject Facility Check	95% within 72 Hours	100.00
<b>OR-6 - Order Accuracy</b>			
OR-6-01-3331	% Accuracy – Orders	95% orders without Verizon Errors	95.16
OR-6-02-3331	% Accuracy – Opportunities	No Standard	99.39
OR-6-03-3331	% Accuracy – LSRC	<= 5% LSRCs resent due to Verizon error	0.01
<b>OR-7 - Order Completeness</b>			
OR-7-01-3331	% Order Confirmation/Rejects sent within 3 Business Days	95%	99.65
<b>2 Wire Digital Services</b>			
<b>OR-1 - Order Confirmation Timeliness (Requiring Loop Qual)</b>			
OR-1-03-3341	Average LSRC/ASRC Time No Facility Check	No Standard	13.99
OR-1-04-3341	% On Time LSRC/ASRC No Facility Check	95% within 72 Hours	99.13
OR-1-05-3341	Average LSRC/ASRC Time Facility Check	No Standard	NA
OR-1-06-3341	% On Time LSRC/ASRC Facility Check	95% within 72 Hours	NA
<b>OR-2 - Reject Timeliness (Requiring Loop Qual)</b>			
OR-2-03-3341	Average LSR/ASR Reject Time No Facility Check	No Standard	14.23
OR-2-04-3341	% On Time LSR/ASR Reject No Facility Check	95% within 72 Hours	98.04
OR-2-05-3341	Average LSR/ASR Reject Time Facility Check	No Standard	NA
OR-2-06-3341	% On Time LSR/ASR Reject Facility Check	95% within 72 Hours	NA
<b>2 Wire xDSL Loops</b>			
<b>OR-1 - Order Confirmation Timeliness (Requiring Loop Qual)</b>			
OR-1-03-3342	Average LSRC/ASRC Time - No Facility Check	No Standard	13.51
OR-1-04-3342	% On Time LSRC/ASRC - No Facility Check	95% within 72 Hours	98.64
OR-1-05-3342	Average LSRC/ASRC Time - Facility Check	No Standard	NA
OR-1-06-3342	% On Time LSRC/ASRC - Facility Check	95% within 72 Hours	NA
<b>OR-2 - Reject Timeliness (Requiring Loop Qual)</b>			
OR-2-03-3342	Average LSR/ASR Reject Time - No Facility Check	No Standard	15.60
OR-2-04-3342	% On Time LSR/ASR Reject- No Facility Check	95% within 72 Hours	97.14
OR-2-05-3342	Average LSR/ASR Reject Time Facility Check	No Standard	NA
OR-2-06-3342	% On Time LSR/ASR Reject Facility Check	95% within 72 Hours	NA
<b>2 Wire xDSL Line Sharing</b>			
<b>OR-1 - Order Confirmation Timeliness (Requiring Loop Qual)</b>			
OR-1-03-3343	Average LSRC/ASRC Time - No Facility Check	No Standard	9.39
OR-1-04-3343	% On Time LSRC/ASRC - No Facility Check	95% within 72 Hours	100.00
OR-1-05-3343	Average LSRC/ASRC Time - Facility Check	No Standard	NA
OR-1-06-3343	% On Time LSRC/ASRC - Facility Check	95% within 72 Hours	NA
<b>OR-2 - Reject Timeliness (Requiring Loop Qual)</b>			
OR-2-03-3343	Average LSR/ASR Reject Time - No Facility Check	No Standard	14.00
OR-2-04-3343	% On Time LSR/ASR Reject- No Facility Check	95% within 72 Hours	100.00
OR-2-05-3343	Average LSR/ASR Reject Time Facility Check	No Standard	NA
OR-2-06-3343	% On Time LSR/ASR Reject Facility Check	95% within 72 Hours	NA

continued

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**POTS / Special Services - Aggregate**

Metric #	Standard	Actual Performance		Number of Observations		Standard Deviation	Sampling Error
		VZ	CLEC Aggregate	VZ	All CLECs		
<b>OR-3 - Percent Rejects (ASRs + LSRs)</b>							
OR-3-01-3000	% Rejects	No Standard	24.43		30984		
OR-3-02-3000	% Resubmission Not Rejected	95%	NA				
<b>OR-4 - Timeliness of Completion Notification</b>							
OR-4-01-3000	Completion Notice (BCN) - Average Response Time	No Standard	1.82				
OR-4-02-3000	Completion Notice (BCN) - % On Time	95% by next bus. day at noon	93.19		23055		
OR-4-04-3000	Work Completion Notice (PCN) - Average Response Time	No Standard	0.00				
OR-4-05-3000	Work Completion Notice (PCN) - % On Time	95% by next bus. day at noon	100.00		23236		
OR-4-06-3000	Average Duration - Work Completion (SOP) to Bill Completion	Parity with Retail	14.17	21.37	366474	15069	149.07
OR-4-07-3000	% SOP to Bill Completion >= 5 Business Day	Parity with Retail	2.12	1.57	366474	15069	0.12
OR-4-08-3000	% SOP to Bill Completion > 1 Business Day	Parity with Retail	3.40	3.58	366474	15069	0.15
OR-4-11-3000	% Completed orders without either a PCN or BCN	<= 5%	0.00			23133	
OR-4-12-3000	% Due Date to PCN within 2 Business Day	95%	96.01			23236	
OR-4-13-3000	% Due Date to PCN within 5 Business Day	99%	98.17			23236	
OR-4-14-3000	% Due Date to BCN within 4 Business Day	95%	97.09			23055	
OR-4-15-3000	% Due Date to BCN within 7 Business Days	99%	98.12			23055	
<b>OR-5 - Percent Flow-Through</b>							
OR-5-01-3000	% Flow Through - Total (ASRs + LSRs)	No Standard Developed	60.51			28837	
OR-5-02-3000	% Flow Through - Simple	No Standard Developed	62.04			26114	
OR-5-03-3112	% Flow Through Achieved	95%	85.45			20421	
<b>Special Services - Electronically Submitted</b>							
<b>OR-1 - Order Confirmation Timeliness (ASRs + LSRs)</b>							
OR-1-03-3210	Average LSRC/ASRC Time No Facility Check DS0	No Standard	NA				
OR-1-03-3211	Average LSRC/ASRC Time No Facility Check DS1	No Standard	29.14				
OR-1-03-3213	Average LSRC/ASRC Time No Facility Check DS3	No Standard	48.71				
OR-1-03-3214	Average LSRC/ASRC Time No Facility Check (Non DS0, DS1, & DS3)	No Standard	12.62				
OR-1-04-3210	% On Time LSRC/ASRC No Facility Check DS0	95% within 48 Hours	NA				
OR-1-04-3211	% On Time LSRC/ASRC No Facility Check DS1	95% within 48 Hours	81.25			32	
OR-1-04-3213	% On Time LSRC/ASRC No Facility Check DS3	95% within 48 Hours	50.00			2	
OR-1-04-3214	% On Time LSRC/ASRC No Facility Check (Non DS0, DS1, & DS3)	95% within 48 Hours	100.00			2	
OR-1-05-3210	Average LSRC/ASRC Time Facility Check DSC	No Standard	NA				
OR-1-05-3211	Average LSRC/ASRC Time Facility Check DS1	No Standard	105.17				
OR-1-05-3213	Average LSRC/ASRC Time Facility Check DS3	No Standard	33.42				
OR-1-05-3214	Average LSRC/ASRC Time Facility Check (Non DS0, DS1, & DS3)	No Standard	NA				
OR-1-06-3210	% On Time LSRC/ASRC Facility Check DS0	95% within 72 Hours	NA				
OR-1-06-3211	% On Time LSRC/ASRC Facility Check DS1	95% within 72 Hours	27.11			557	
OR-1-06-3213	% On Time LSRC/ASRC Facility Check DS3	95% within 72 Hours	93.33			30	
OR-1-06-3214	% On Time LSRC/ASRC Facility Check (Non DS0, DS1 & DS3)	95% within 72 Hours	NA				
<b>OR-2 - Reject Timeliness (ASRs + LSRs)</b>							
OR-2-03-3200	Average LSR/ASR Reject Time No Facility Check	No Standard	32.51				
OR-2-04-3200	% On Time LSR/ASR Reject No Facility Check	95% within 48 Hours	75.00			4	
OR-2-05-3200	Average LSR/ASR Reject Time Facility Check	No Standard	32.58				
OR-2-06-3200	% On Time LSR/ASR Reject Facility Check	95% within 72 Hours	90.74			108	
<b>Special Services - FAX/MAIL Submitted</b>							
<b>OR-1 - Order Confirmation Timeliness</b>							
OR-1-07-3210	Average ASRC Time No Facility Check DSC	No Standard	NA				
OR-1-07-3211	Average ASRC Time No Facility Check DS1	No Standard	38.55				
OR-1-07-3213	Average ASRC Time No Facility Check DS3	No Standard	NA				
OR-1-07-3214	Average ASRC Time No Facility Check (Non DS0, DS1 & DS3)	No Standard	NA				
OR-1-08-3210	% On Time ASRC No Facility Check DSC	95% within 72 Hours	NA				
OR-1-08-3211	% On Time ASRC No Facility Check DS1	95% within 72 Hours	100.00			2	
OR-1-08-3213	% On Time ASRC No Facility Check DS3	95% within 72 Hours	NA				
OR-1-08-3214	% On Time ASRC No Facility Check (Non DS0, DS1 & DS3)	95% within 72 Hours	NA				
OR-1-09-3210	Average ASRC Time Facility Check DSC	No Standard	NA				
OR-1-09-3211	Average ASRC Time Facility Check DS1	No Standard	NA				
OR-1-09-3213	Average ASRC Time Facility Check DS3	No Standard	NA				
OR-1-09-3214	Average ASRC Time Facility Check (Non DS0, DS1 & DS3)	No Standard	NA				
OR-1-10-3210	% On Time ASRC Facility Check DS0	95% within 96 Hours	NA				
OR-1-10-3211	% On Time ASRC Facility Check DS1	95% within 96 Hours	NA				
OR-1-10-3213	% On Time ASRC Facility Check DS3	95% within 96 Hours	NA				
OR-1-10-3214	% On Time ASRC Facility Check (Non DS0, DS1 & DS3)	95% within 96 Hours	NA				
<b>OR-2 - Reject Timeliness</b>							
OR-2-07-3200	Average ASR Reject Time No Facility Check	No Standard	NA				
OR-2-08-3200	% On Time ASR Reject No Facility Check	95% within 72 Hours	NA				
OR-2-09-3200	Average ASR Reject Time Facility Check	No Standard	NA				
OR-2-10-3200	% On Time ASR Reject Facility Check	95% within 96 Hours	NA				
Legend Notations defined on Legend sheet - last page							



**Z-Score**

-5.81
4.59
-1.19

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Metric #	POTS - Provisioning	Standard	Actual Performance		Number of Observations		Standard Deviation	Sampling Error	Z-Score
			VZ	CLEC Aggregate	VZ	All CLECs			
<b>PR-1 - Average Interval Offered</b>									
PR-1-01-3111	Av. Interval Offered - Total No Dispatch - Hot Cut Loop	Parity with Retail	4.93		984				
PR-1-01-3122	Av. Interval Offered - Total No Dispatch - Other (UNE Switch & INP)	Parity with Retail	4.00	11252	1	4.46	4.46	-0.64	
PR-1-01-3140	Av. Interval Offered - Total No Dispatch - Platform	Parity with Retail	1.16	126	11252	4.46	0.13	-0.75	
PR-1-03-3112	Av. Interval Offered - Dispatch (1-5 Lines) - Loop	Parity with Retail	4.39	3911	118	5.06	0.47	-1.71	
PR-1-03-3140	Av. Interval Offered - Dispatch (1-5 Lines) - Platform	Parity with Retail	4.39	3911	85	5.06	0.55	3.01	
PR-1-04-3112	Av. Interval Offered - Dispatch (6-9 Lines) - Loop	Parity with Retail	6.83	224	23	7.18	1.57	0.53	
PR-1-04-3140	Av. Interval Offered - Dispatch (6-9 Lines) - Platform	Parity with Retail	6.83	224	4	7.18	3.62	1.54	
PR-1-05-3112	Av. Interval Offered - Dispatch (>= 10 Lines) - Loop	Parity with Retail	9.60	131	9	10.97	3.78	0.22	
PR-1-05-3140	Av. Interval Offered - Dispatch (>= 10 Lines) - Platform	Parity with Retail	9.60	131	6	10.97	4.58	1.55	
<b>PR-2 - Average Completed Interval</b>									
PR-2-01-3111	Av. Completed Interval - Total No Dispatch - Hot Cut Loop	Parity with Retail	4.94		887				
PR-2-01-3122	Av. Completed Interval - Total No Dispatch - Other (UNE Switch & INP)	Parity with Retail	1.01	10688		2.65			
PR-2-01-3140	Av. Completed Interval - Total No Dispatch - Platform	Parity with Retail	1.01	126	10688	1188	2.65	-3.08	
PR-2-03-3112	Av. Completed Interval - Dispatch (1-5 Lines) - Loop	Parity with Retail	4.43	3412	104	4.93	0.49	0.82	
PR-2-03-3140	Av. Completed Interval - Dispatch (1-5 Lines) - Platform	Parity with Retail	4.43	290	3412	81	4.93	2.76	
PR-2-04-3112	Av. Completed Interval - Dispatch (6-9 Lines) - Loop	Parity with Retail	6.23	180	16	5.74	1.50	0.36	
PR-2-04-3140	Av. Completed Interval - Dispatch (6-9 Lines) - Platform	Parity with Retail	6.23	125	180	4	5.74	2.90	
PR-2-05-3112	Av. Completed Interval - Dispatch (>= 10 Lines) - Loop	Parity with Retail	8.06	98	5	8.27	3.79	-0.56	
PR-2-05-3140	Av. Completed Interval - Dispatch (>= 10 Lines) - Platform	Parity with Retail	8.06	233	98	6	8.27	1.65	
<b>PR-3 - Completed within X Days - Platform &amp; Other (Switch &amp; INP)</b>									
PR-3-01-3142	% Completed in 1 Day (1-5 Lines - No Dispatch)	Parity with Retail	74.07	64.10	61164	1000		1.40	
PR-3-02-3142	% Completed in 2 Days (1-5 Lines - No Dispatch)	Parity with Retail	85.61	93.10	61164	1000		1.12	
PR-3-03-3142	% Completed in 3 Days (1-5 Lines - No Dispatch)	Parity with Retail	96.72	96.70	61164	1000		0.57	
PR-3-04-3142	% Completed in 1 Day (1-5 Lines - Dispatch)	Parity with Retail	9.33	8.64	13431	81		3.24	
PR-3-05-3142	% Completed in 2 Days (1-5 Lines - Dispatch)	Parity with Retail	20.50	35.80	13431	81		4.50	
PR-3-06-3142	% Completed in 3 Days (1-5 Lines - Dispatch)	Parity with Retail	71.82	87.65	13431	81		5.01	
PR-3-07-3142	% Completed in 4 Days (1-5 Lines - Total)	Parity with Retail	94.78	97.22	74595	1081		0.68	
PR-3-08-3142	% Completed in 5 Days (1-5 Lines - No Dispatch)	Parity with Retail	99.04	98.50	61164	1000		0.31	
PR-3-09-3142	% Completed in 5 Days (1-5 Lines - Dispatch)	Parity with Retail	93.06	97.53	13431	81		2.63	
PR-3-10-3142	% Completed in 6 Days (1-5 Lines - Total)	Parity with Retail	98.59	98.43	74595	1081		0.36	
<b>PR-4 - Missed Appointments</b>									
PR-4-02-3100	Average Delay Days - Total	Parity with Retail	3.45	4.59	2463	29	7.72	1.44	
PR-4-03-3100	% Missed Appt. - Customer	No Standard <sup>1</sup>	1.56	5.90					
PR-4-04-3113	% Missed Appt. - Verizon - Dispatch - Loop New	Parity with Retail	7.33	0.77	22551	2333		0.57	
PR-4-04-3140	% Missed Appt. - Verizon - Dispatch - Platform	Parity with Retail	7.33	2.47	22551	162		2.06	
PR-4-04-3520	% Missed Appt. - Verizon - Dispatch - Hot Cut Loop	Parity with Retail	7.33	0.85	22551	704		1.00	
PR-4-05-3111	% Missed Appt. - Verizon - No Dispatch - Hot Cut Loop	Parity with Retail	0.72	0.33	112815	1823		0.20	
PR-4-05-3121	% Missed Appt. - Verizon - No Dispatch - Other	Parity with Retail	0.72	NA	112815	81		1.95	
PR-4-05-3140	% Missed Appt. - Verizon - No Dispatch - Platform	Parity with Retail	0.72	0.33	112815	1837		0.20	
PR-4-07-3540	% On Time Performance - LNP Only	95% on Time		99.14		2907			
PR-4-08-3111	% Missed Appt. - Customer - Due to Late Order Conf. - Hot Cut Loop	No Standard <sup>1</sup>		0.32		2527			
PR-4-08-3121	% Missed Appt. - Customer - Due to Late Order Confirmation - Other	No Standard <sup>1</sup>		0.00		2			
PR-4-08-3140	% Missed Appt. - Customer - Due to Late Order Confirmation - Platform	No Standard <sup>1</sup>		0.10		1999			
<b>PR-5 - Facility Missed Orders</b>									
PR-5-01-3112	% Missed Appointment - Verizon - Facilities - Loop	Parity with Retail	1.38	0.51	22551	2333		0.25	
PR-5-01-3140	% Missed Appointment - Verizon - Facilities - Platform	Parity with Retail	1.38	0.62	22551	162		0.92	
PR-5-02-3112	% Orders Held for Facilities > 15 Days - Loop	Parity with Retail	0.04	0.00	22551	2333		0.04	
PR-5-02-3140	% Orders Held for Facilities > 15 Days - Platform	Parity with Retail	0.04	0.00	22551	162		0.16	
PR-5-03-3112	% Orders Held for Facilities > 60 Days - Loop	Parity with Retail	0.00	0.00	22551	2333			
PR-5-03-3140	% Orders Held for Facilities > 60 Days - Platform	Parity with Retail	0.00	0.00	22551	162			
<b>PR-6 - Installation Quality</b>									
PR-6-01-3112	% Installation Troubles reported within 30 Days - Loop	Parity w/Verizon Retail for Found Troubles	3.62	4.87	115672	8109		0.21	
PR-6-01-3121	% Installation Troubles reported within 30 Days - Platform	Parity w/Verizon Retail for Found Troubles	3.62	0.85	115672	4107		0.30	
PR-6-02-3520	% Installation Troubles reported within 7 Days - Hot Cut Loop	2%		0.00		3716			
PR-6-02-3112	% Installation Troubles reported within 7 Days - Loop	Parity w/Verizon Retail for Found Troubles	2.27	3.39	115672	8109		0.17	
PR-6-02-3121	% Installation Troubles reported within 7 Days - Platform	Parity w/Verizon Retail for Found Troubles	2.27	0.39	115672	4107		0.24	
PR-6-03-3112	% Inst. Troubles reported within 30 Days - FOK/TOK/CPE - Loop	No Standard	3.30	4.17	115672	8109		0.21	
PR-6-03-3121	% Inst. Troubles reported within 30 Days - FOK/TOK/CPE - Other	No Standard	3.30	1.10	115672	4107		0.28	
<b>PR-8 - Open Orders in a Hold Status</b>									
PR-8-01-3100	Open Orders in a Hold Status > 30 Days	Parity with Retail	0.06	0.02	135366	5479		0.03	
PR-8-02-3100	Open Orders in a Hold Status > 90 Days	Parity with Retail	0.03	0.00	135366	5479		0.02	
<b>Hot Cuts</b>									
<b>PR-9 - Hot Cut Loops</b>									
PR-9-01-3520	% On Time Performance - Hot Cut Loop	95% Completed Within Window		98.48		2502			
PR-9-02-3520	% Early Cuts - Lines	<= 1% of lines cut early		0.70		3691			
PR-9-08-3520	Average Duration of Service Interruption	No Standard		NA					
PR-9-09-3520	% Supplemented or Cancelled Orders at Verizon Request	No Standard		0.00		2502			
<b>POTS &amp; Complex Aggregate</b>									
<b>PR-1 - Average Interval Offered</b>									
PR-1-12-3133	Av. Interval Offered - Disconnects	Parity with Retail	3.76	5.37	51719	4811	5.59	0.08	
<b>PR-2 - Average Completed Interval</b>									
PR-2-18-3133	Av. Completed Interval - Disconnects	Parity with Retail	3.43	5.42	47456	4457	5.17	0.08	
<b>2-Wire Digital Services</b>									
<b>PR-1 - Average Interval Offered</b>									
PR-1-01-3341	Av. Interval Offered - Total No Dispatch	Parity with Retail	0.25	3.50	3114	4	0.89	0.45	
PR-1-02-3341	Av. Interval Offered - Total Dispatch	Parity with Retail	3.35	6.07	406	90	2.07	0.24	
<b>PR-2 - Average Completed Interval</b>									
PR-2-01-3341	Av. Interval Completed - Total No Dispatch	Parity with Retail	0.26	2.25	3022	4	1.18	0.59	
PR-2-02-3341	Av. Interval Completed - Total Dispatch	Parity with Retail	4.09	6.27	310	63	2.82	0.39	
<b>PR-3 - Completed within X Days</b>									
PR-3-10-3341	% Completed in 6 Days (1-5 Lines - Total)	Parity With Retail	99.54	89.55	3074	67		0.84	
<b>PR-4 - Missed Appointments</b>									
PR-4-02-3341	Average Delay Days - Total	Parity with Retail	9.65	2.42	62	12	36.41	11.48	
PR-4-03-3341	% Missed Appointment - Customer	No Standard <sup>1</sup>	2.28	8.45					
PR-4-04-3341	% Missed Appointment - Verizon - Dispatch	Parity with Retail	8.38	1.60	537	125		2.75	
PR-4-05-3341	% Missed Appointment - Verizon - No Dispatch	Parity with Retail	0.23	NA	3038			2.46	
PR-4-08-3341	% Missed Appt. - Customer - Due to Late Order Confirmation	No Standard <sup>1</sup>		0.00		142			
<b>PR-5 - Facility Missed Orders</b>									
PR-5-01-3341	% Missed Appointment - Verizon Facilities	Parity with Retail	1.99	7.25	552	138		1.33	
PR-5-02-3341	% Orders Held for Facilities > 15 Days	Parity with Retail	0.00	0.00	552	138			
PR-5-03-3341	% Orders Held for Facilities > 60 Days	Parity with Retail	0.00	0.00	552	138			
<b>PR-6 - Installation Quality</b>									
PR-6-01-3341	% Install. Troubles Reported within 30 Days	Parity with Retail	4.45	6.94	449	144		1.98	
PR-6-03-3341	% Install. Troubles Reported within 30 Days - FOK/TOK/CPE	No Standard	4.90	5.56	449	144		2.07	

PR-8-01-3341  
PR-8-02-3341

Open Orders in a Hold Status > 30 Days
Open Orders in a Hold Status > 90 Days

Parity with Retail  
Parity with Retail

0.00	0.00	3590	142			
0.00	0.00	3590	142			

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**CLEC Aggregate Performance**  
**PROVISIONING - UNE POTS / SPECIAL SERVICES continued**

Metric #	2-Wire xDSL Loops	Standard	Actual Performance		Number of Observations		Standard Deviation	Sampling Error	Z-Score
			VZ	CLEC Aggregate	VZ	All CLECs			
<b>PR-1 - Average Interval Offered</b>									
PR-1-01-3342	Av. Interval Offered - Total No Dispatch	No Standard	5.74			19			
PR-1-02-3342	Av. Interval Offered - Total Dispatch	No Standard	6.78			288			
<b>PR-2 - Average Completed Interval</b>									
PR-2-01-3342	Av. Interval Completed - Total No Dispatch	No Standard	6.23			13			
PR-2-02-3342	Av. Interval Completed - Total Dispatch	No Standard	7.15			259			
<b>PR-3 - Completed within X Days</b>									
PR-3-10-3342	% Completed in 6 Days (1-5 Lines - Total)	95%	94.85			272			
<b>PR-4 - Missed Appointments</b>									
PR-4-02-3342	Average Delay Days - Total (retail DS0 specials)	Parity with Retail (DS0)	5.17	89.09	47	11	5.59	1.87	-44.82
PR-4-03-3342	% Missed Appointment - Customer	No Standard <sup>1</sup>	1.20	10.25					
PR-4-04-3342	% Missed Appointment - Verizon - Dispatch	<=5%	0.79			635			
PR-4-08-3342	% Missed Appt. - Customer - Due to Late Order Confirmation	No Standard <sup>1</sup>	0.58			693			
PR-4-14-3342	% Completed On Time	95% on time	NA						
<b>PR-5 - Facility Missed Orders</b>									
PR-5-01-3342	% Missed Appointment - Verizon Facilities	Parity with VADI	2.42	0.92	621	655		0.86	1.74
PR-5-02-3342	% Orders Held for Facilities > 15 Days	Parity with VADI	0.00	0.00	621	655			
PR-5-03-3342	% Orders Held for Facilities > 60 Days	Parity with VADI	0.00	0.00	621	655			
<b>PR-6 - Installation Quality</b>									
PR-6-01-3342	% Install. Troubles Reported within 30 Days	Parity with Retail POTS-Dispatch	3.44	4.17	28992	695		0.70	-1.05
PR-6-03-3342	% Install. Troubles Reported within 30 Days - FOK/TOK/CPE	No Standard	3.30	4.03	115672	695		0.68	-1.07
<b>PR-8 - Open Orders in a Hold Status</b>									
PR-8-01-3342	Open Orders in a Hold Status > 30 Days	Parity with Retail Specials-DS0	0.86	0.00	584	693		0.52	1.66
PR-8-02-3342	Open Orders in a Hold Status > 90 Days	Parity with Retail Specials-DS0	0.51	0.00	584	693		0.40	1.27
<b>2-Wire xDSL Line Sharing</b>									
<b>PR-1 - Average Interval Offered</b>									
PR-1-01-3343	Av. Interval Offered - Total No Dispatch	Parity with VADI	3.01	2.99	4692	173	0.79	0.06	0.33
PR-1-02-3343	Av. Interval Offered - Total Dispatch	Parity with VADI	2.99	3.33	624	36	0.21	0.04	-9.45
<b>PR-2 - Average Completed Interval</b>									
PR-2-01-3343	Av. Interval Completed - Total No Dispatch	Parity with VADI	2.46	2.61	4312	155	0.99	0.08	-1.85
PR-2-02-3343	Av. Interval Completed - Total Dispatch	Parity with VADI	2.95	3.15	558	33	0.42	0.08	-2.66
<b>PR-3 - Completed within X Days</b>									
PR-3-03-3343	% Completed in 3 Days (1-5 Lines - No Dispatch)	Parity with VADI	97.75	100.00	4312	155		1.21	1.86
PR-3-10-3343	% Completed in six (6) Days one (1) to five (5) Lines - Total	Parity with VADI	99.82	99.47	4870	188		0.32	-1.11
<b>PR-4 - Missed Appointments</b>									
PR-4-02-3343	Average Delay Days - Total	Parity with VADI	1.58	1.67	112	3	1.35	0.79	-0.11
PR-4-03-3343	% Missed Appointment - Customer	No Standard <sup>1</sup>	1.20	2.44					
PR-4-04-3343	% Missed Appointment - Verizon - Dispatch	Parity with VADI	2.39	1.59	587	63		2.02	0.40
PR-4-05-3343	% Missed Appointment - Verizon - No Dispatch	Parity with VADI	1.87	0.00	4442	222		0.93	2.01
PR-4-08-3343	% Missed Appt. - Customer - Due to Late Order Confirmation	No Standard <sup>1</sup>		0.00		287			
<b>PR-5 - Facility Missed Orders</b>									
PR-5-01-3343	% Missed Appointment - Verizon Facilities	Parity with VADI	2.42	3.08	621	65		2.00	-0.33
PR-5-02-3343	% Orders Held for Facilities > 15 Days	Parity with VADI	0.00	0.00	621	65			
PR-5-03-3343	% Orders Held for Facilities > 60 Days	Parity with VADI	0.00	0.00	621	65			
<b>PR-6 - Installation Quality</b>									
PR-6-01-3343	% Install. Troubles Reported within 30 Days	Parity with VADI	0.36	1.39	5063	287		0.36	-2.87
PR-6-03-3343	% Install. Troubles Reported within 30 Days - FOK/TOK/CPE	No Standard	3.59	1.39	5063	287		1.13	1.95
<b>PR-8 - Open Orders in a Hold Status</b>									
PR-8-01-3343	Open Orders in a Hold Status > 30 Days	Parity with VADI	0.00	0.00	5063	287			
PR-8-02-3343	Open Orders in a Hold Status > 90 Days	Parity with VADI	0.00	0.00	5063	287			

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**CLEC Aggregate Performance**  
**PROVISIONING - UNE POTS / SPECIAL SERVICES continued**

Metric #	Special Services - Provisioning	Standard	Actual Performance		Number of Observations		Standard Deviation	Sampling Error	Z-Score
			VZ	CLEC Aggregate	VZ	All CLECs			
<b>PR-1 - Average Interval Offered</b>									
PR-1-01-3200	Av. Interval Offered - Total No Dispatch	Parity with Retail	5.12	2.11	623	9	4.86	1.63	1.84
PR-1-02-3200	Av. Interval Offered - Total Dispatch	Parity with Retail	8.46	12.68	414	262	8.17	0.64	-6.55
PR-1-06-3200	Av. Interval Offered - DS0	Parity with Retail	6.60	NA	616		7.05		
PR-1-07-3200	Av. Interval Offered - DS1	Parity with Retail	6.35	12.88	365	252	5.95	0.49	-13.40
PR-1-08-3200	Av. Interval Offered - DS3	Parity with Retail	NA	13.00		1			
PR-1-09-3511	Av. Interval Offered - Total - EEL - Backbone	Parity with Retail		NA					
PR-1-09-3512	Av. Interval Offered - Total - EEL - Loop	Parity with Retail		NA					
PR-1-09-3530	Av. Interval Offered - Total - IOF	Parity with Retail		10.67		3			
PR-1-12-3200	Av. Interval Offered - Disconnects	Parity with Retail	4.92	5.46	638	28	3.89	0.75	-0.72
<b>PR-2 - Average Completed Interval</b>									
PR-2-01-3200	Av. Interval Completed - Total No Dispatch	Parity with Retail	6.20	2.00	391	5	4.69	2.11	1.99
PR-2-02-3200	Av. Interval Completed - Total Dispatch	Parity with Retail	8.19	13.89	272	168	6.50	0.64	-8.93
PR-2-06-3200	Av. Interval Completed - DS0	Parity with Retail	6.48	NA	397		6.08		
PR-2-07-3200	Av. Interval Completed - DS1	Parity with Retail	7.91	12.04	238	158	4.43	0.45	-9.08
PR-2-08-3200	Av. Interval Completed - DS3	Parity with Retail	NA	12.00		1			
PR-2-09-3511	Av. Interval Completed - Total - EEL - Backbone	Parity with Retail		NA					
PR-2-09-3512	Av. Interval Completed - Total - EEL - Loop	Parity with Retail		NA					
PR-2-09-3530	Av. Interval Completed - Total - IOF	Parity with Retail		14.00		2			
PR-2-18-3200	Av. Interval Completed - Disconnects	Parity with Retail	7.40	4.71	340	21	11.92	2.68	1.00
<b>PR-4 - Missed Appointments</b>									
PR-4-01-3510	% Missed Appointment - Verizon - Total - EEL	Parity with Retail (DS1)	39.02	NA	328				
PR-4-01-3530	% Missed Appointment - Verizon - Total - IOF	Parity with Retail (DS3)	NA	0.00		5			
PR-4-01-3210	% Missed Appointment - Verizon - DS0	Parity with Retail	8.05	NA	584				
PR-4-01-3211	% Missed Appointment - Verizon - DS1	Parity with Retail	39.02	2.32	328	345		3.76	9.76
PR-4-01-3213	% Missed Appointment - Verizon - DS3	Parity with Retail	NA	0.00		1			
PR-4-01-3215	% Missed Appointment - Verizon - Special Other	Parity with Retail	4.55	NA	44				
PR-4-02-3200	Average Delay Days - Total	Parity with Retail	12.19	125.18	177	11	63.62	19.77	-5.72
PR-4-02-3510	Average Delay Days - Total - EEL	Parity with Retail - DS1	14.95	NA	128		74.63		
PR-4-02-3530	Average Delay Days - Total - IOF	Parity with Retail - DS3	NA	NA			63.62		
PR-4-03-3200	% Missed Appointment - Customer	No Standard <sup>1</sup>	21.55	1.91					
PR-4-03-3510	% Missed Appointment - Customer - EEL	No Standard <sup>1</sup>	19.21	NA					
PR-4-08-3200	% Missed Appt. - Customer - Due to Late Order Confirmation	No Standard <sup>1</sup>		1.23		163			
<b>PR-5 - Facility Missed Orders</b>									
PR-5-01-3200	% Missed Appointment - Verizon - Facilities	Parity with Retail	0.69	1.95	435	359		0.59	-2.13
PR-5-02-3200	% Orders Held for Facilities > 15 Days	Parity with Retail	0.00	0.00	435	359			
PR-5-03-3200	% Orders Held for Facilities > 60 Days	Parity with Retail	0.00	0.00	435	359			
<b>PR-6 - Installation Quality</b>									
PR-6-01-3200	% Installation Troubles reported within 30 Days	Parity w/Verizon RT for Found Troubles	0.57	1.59	4242	757		0.30	-3.44
PR-6-03-3200	% Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE	No Standard	0.21	0.00	4242	757		0.18	1.17
<b>PR-7 - Jeopardy Reports</b>									
PR-7-01-3510	% Orders with Jeopardy Status - EEL	See Guidelines		NA					
<b>PR-8 - Open Orders in a Hold Status</b>									
PR-8-01-3200	Open Orders in a Hold Status > 30 Days	Parity with Retail	0.63	0.00	956	362		0.49	1.29
PR-8-01-3510	Open Orders in a Hold Status > 30 Days - EEL	Parity with Retail (DS1)	0.00	NA	328				
PR-8-01-3530	Open Orders in a Hold Status > 30 Days - IOF	Parity with Retail (DS3)	NA	40.00		5			
PR-8-02-3200	Open Orders in a Hold Status > 90 Days	Parity with Retail	0.42	0.00	956	362		0.40	1.05
PR-8-02-3510	Open Orders in a Hold Status > 90 Days - EEL	Parity with Retail (DS1)	0.00	NA	328				
PR-8-02-3530	Open Orders in a Hold Status > 90 Days - IOF	Parity with Retail (DS3)	NA	40.00		5			

<sup>1</sup>Legend Notations defined on Legend sheet - last page

<sup>1</sup> Not in Control of Verizon

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**CLEC Aggregate Performance  
MAINTENANCE - UNE POTS / SPECIAL SERVICES**

Metric #	Maintenance - POTS Loop	Standard	Actual Performance		Number of Observations		Standard Deviation	Sampling Error	Z-Score
			VZ	CLEC Aggregate	VZ	All CLECs			
<b>Maintenance - POTS Loop</b>									
<b>MR-2 - Trouble Report Rate</b>									
MR-2-02-3550	Network Trouble Report Rate - Loop	Parity with Retail	0.83	0.70	3082228	176022		0.02	5.92
MR-2-03-3550	Network Trouble Report Rate - Central Office	Parity with Retail	0.08	0.08	3082228	176022		0.01	-0.27
MR-2-04-3550	% Subsequent Reports	No Standard <sup>d</sup>	3.34	0.00					
MR-2-05-3550	% CPE/TOK/FOK Trouble Report Rate	No Standard	0.71	0.60	3082228	176022		0.02	5.44
<b>MR-3 - Missed Repair Appointments</b>									
MR-3-01-3550	% Missed Repair Appointment - Loop	Parity w/ Retail POTS Total	14.78	3.40	25731	1237		1.03	11.02
MR-3-02-3550	% Missed Repair Appointment - Central Office	Parity w/ Retail POTS Total	12.03	5.07	2360	138		2.85	2.44
MR-3-03-3550	% CPE/TOK/FOK - Missed Appointment	No Standard	7.89	1.70	22023	1060		0.85	7.30
MR-3-04-3550	% Missed Repair Appointment - No Double Dispatch	No Standard	9.10	1.58	20479	1136		0.88	8.58
MR-3-05-3550	% Missed Repair Appointment - Double Dispatch	No Standard	42.86	12.50	4321	176		3.81	7.98
<b>MR-4 - Trouble Duration Intervals</b>									
MR-4-01-3550	Mean Time To Repair - Total	Parity w/ Retail POTS Total	16.40	12.89	28091	1375	23.03	0.64	5.52
MR-4-02-3550	Mean Time To Repair - Loop Trouble	Parity w/ Retail POTS Total	16.94	12.99	25731	1237	23.48	0.68	5.77
MR-4-03-3550	Mean Time To Repair - Central Office Trouble	Parity w/ Retail POTS Total	10.47	11.91	2360	138	16.31	1.43	-1.00
MR-4-04-3550	% Cleared (all troubles) within 24 Hours	Parity w/ Retail POTS Total	81.84	92.51	28091	1375		1.06	10.02
MR-4-07-3550	% Out of Service > 12 Hours	Parity w/ Retail POTS Total	52.45	53.43	17008	1050		1.59	-0.62
MR-4-08-3550	% Out of Service > 24 Hours	Parity w/ Retail POTS Total	16.34	6.95	17008	1050		1.18	7.99
MR-4-09-3550	Mean Time To Repair - No Double Dispatch	Parity w/ Retail POTS Total	14.60	11.70	20479	1136	17.95	0.55	5.30
MR-4-10-3550	Mean Time To Repair - Double Dispatch	Parity w/ Retail POTS Total	28.44	21.94	4321	176	39.43	3.03	2.14
<b>MR-5 - Repeat Trouble Reports</b>									
MR-5-01-3550	% Repeat Reports within 30 Days	Parity with Retail	13.01	16.65	28091	1375		0.93	-3.92
<b>Maintenance - POTS Platform</b>									
<b>MR-2 - Trouble Report Rate</b>									
MR-2-02-3140	Network Trouble Report Rate - Platform	Parity with Retail	0.83	0.71	3082228	9142		0.10	1.30
MR-2-03-3140	Network Trouble Report Rate - Central Office	Parity with Retail	0.08	0.12	3082228	9142		0.03	-1.51
MR-2-04-3140	% Subsequent Reports	No Standard <sup>d</sup>	3.34	0.00					
MR-2-05-3140	% CPE/TOK/FOK Trouble Report Rate	No Standard	0.71	0.96	3082228	9142		0.09	-2.81
<b>MR-3 - Missed Repair Appointments</b>									
MR-3-01-3144	% Missed Repair Appointment - Platform Bus.	Parity with Retail	22.71	9.09	3532	33		7.33	1.86
MR-3-01-3145	% Missed Repair Appointment - Platform Res.	Parity with Retail	13.56	9.38	22108	32		6.06	0.69
MR-3-02-3144	% Missed Repair Appointment - Central Office Bus.	Parity with Retail	10.60	22.22	689	9		10.33	-1.13
MR-3-02-3145	% Missed Repair Appointment - Central Office Res.	Parity with Retail	12.63	0.00	1670	2		23.50	0.54
MR-3-03-3140	% CPE/TOK/FOK - Missed Appointment - Platform	No Standard	7.89	5.68	22023	88		2.88	0.77
MR-3-04-3140	% Missed Repair Appointment - No Double Dispatch	No Standard	9.10	8.47	20479	59		3.75	0.17
MR-3-05-3140	% Missed Repair Appointment - Double Dispatch	No Standard	42.86	21.43	4321	14		13.25	1.62
<b>MR-4 - Trouble Duration Intervals</b>									
MR-4-01-3140	Mean Time To Repair - Total	Parity with Retail	16.40	10.52	28091	76	23.03	2.65	2.22
MR-4-02-3144	Mean Time To Repair - Loop Trouble - Platform - Bus.	Parity with Retail	12.84	8.82	3532	33	16.97	2.97	1.36
MR-4-02-3145	Mean Time To Repair - Loop Trouble - Platform - Res.	Parity with Retail	17.49	12.70	22108	32	24.24	4.29	1.12
MR-4-03-3144	Mean Time To Repair - Central Office Trouble - Bus.	Parity with Retail	7.86	10.43	689	9	13.36	4.48	-0.57
MR-4-03-3145	Mean Time To Repair - Central Office Trouble - Res.	Parity with Retail	11.55	3.94	1670	2	17.27	12.22	0.82
MR-4-04-3140	% Cleared (all troubles) within 24 Hours	Parity with Retail	81.84	97.37	28091	76		4.43	3.51
MR-4-06-3140	% Out of Service > 4 Hours	Parity with Retail	70.60	58.93	17008	56		6.10	1.91
MR-4-07-3140	% Out of Service > 12 Hours	Parity with Retail	52.45	42.86	17008	56		6.68	1.43
MR-4-08-3144	% Out of Service > 24 Hours - Bus.	Parity with Retail	11.67	3.45	2424	29		6.00	1.37
MR-4-08-3145	% Out of Service > 24 Hours - Res.	Parity with Retail	16.93	3.70	14525	27		7.22	1.83
<b>MR-5 - Repeat Trouble Reports</b>									
MR-5-01-3140	% Repeat Reports within 30 Days	Parity with Retail	13.01	18.42	28091	76		3.86	-1.40
<b>2-Wire Digital Services - Maintenance</b>									
<b>MR-2 - Trouble Report Rate</b>									
MR-2-02-3341	Network Trouble Report Rate - Loop	Parity with Retail	0.23	0.48	48299	5654		0.07	-3.63
MR-2-03-3341	Network Trouble Report Rate - Central Office	Parity with Retail	0.17	0.16	48299	5654		0.06	0.11
MR-2-04-3341	% Subsequent Reports	No Standard <sup>d</sup>	9.43	0.00					
MR-2-05-3341	% CPE/TOK/FOK Trouble Report Rate	No Standard	1.11	0.57	48299	5654		0.15	3.70
<b>MR-3 - Missed Repair Appointments</b>									
MR-3-01-3341	% Missed Repair Appointment - Loop	Parity with Retail	46.43	3.70	112	27		10.69	4.00
MR-3-02-3341	% Missed Repair Appointment - Central Office	Parity with Retail	18.75	11.11	80	9		13.72	0.56
MR-3-03-3341	% CPE/TOK/FOK - Missed Appointment	No Standard	19.37	9.38	537	32		7.19	1.39
MR-3-04-3341	% Missed Repair Appointment - No Double Dispatch	No Standard	15.69	0.00	102	27		7.87	1.99
MR-3-05-3341	% Missed Repair Appointment - Double Dispatch	No Standard	57.95	25.00	88	8		18.23	1.81
<b>MR-4 - Trouble Duration Intervals</b>									
MR-4-01-3341	Mean Time To Repair - Total	Parity with Retail	17.28	20.51	192	36	19.60	3.56	-0.91
MR-4-02-3341	Mean Time To Repair - Loop Trouble	Parity with Retail	21.74	23.99	112	27	21.11	4.53	-0.50
MR-4-03-3341	Mean Time To Repair - Central Office Trouble	Parity with Retail	11.04	10.07	80	9	15.33	5.39	0.18
MR-4-04-3341	% Cleared (all troubles) within 24 Hours	Parity with Retail	73.96	75.00	192	36		7.97	0.13
MR-4-07-3341	% Out of Service > 12 Hours	Parity with Retail	42.47	58.82	73	34		10.26	-1.59
MR-4-08-3341	% Out of Service > 24 Hours	Parity with Retail	23.29	20.59	73	34		8.78	0.31
MR-4-09-3341	Mean Time To Repair - No Double Dispatch	Parity with Retail	9.70	19.58	102	27	13.50	2.92	-3.38
MR-4-10-3341	Mean Time To Repair - Double Dispatch	Parity with Retail	26.39	26.01	88	8	21.82	6.06	0.05
<b>MR-5 - Repeat Trouble Reports</b>									
MR-5-01-3341	% Repeat Reports within 30 Days	Parity with Retail	15.10	27.78	192	36		6.50	-1.95

continued

**Carrier to Carrier  
Performance Standards and Reports  
C2C Report March 2002  
Verizon Virginia**

**CLEC Aggregate Performance  
MAINTENANCE - UNE POTS / SPECIAL SERVICES continued**

Metric #	Standard	Actual Performance		Number of Observations		Standard Deviation	Sampling Error	Z-Score
		VZ	CLEC Aggregate	VZ	All CLECs			
<b>2-Wire xDSL Loops - Maintenance</b>								
<b>MR-2 - Trouble Report Rate</b>								
MR-2-02-3342	Network Trouble Report Rate - Loop	0.13	0.27	46935	22145		0.03	-4.91
MR-2-03-3342	Network Trouble Report Rate - Central Office	0.03	0.02	46935	22145		0.01	0.64
MR-2-04-3342	% Subsequent Reports	0.00	0.00	93	94			
MR-2-05-3342	% CPE/TOK/FOK Trouble Report Rate	1.14	0.48	46935	22145		0.09	7.59
<b>MR-3 - Missed Repair Appointments</b>								
MR-3-01-3342	% Missed Repair Appointment - Loop	24.62	5.75	65	87		7.06	2.67
MR-3-02-3342	% Missed Repair Appointment - Central Office	14.29	0.00	28	7		14.79	0.97
MR-3-03-3342	%CPE/TOK/FOK - Missed Appointment	8.41	6.54	535	107		2.94	0.64
MR-3-04-3342	% Missed Repair Appointment - No Double Dispatch	8.45	2.56	71	78		4.56	1.29
MR-3-05-3342	% Missed Repair Appointment - Double Dispatch	63.64	18.75	22	16		15.81	2.84
<b>MR-4 - Trouble Duration Intervals</b>								
MR-4-02-3342	Mean Time To Repair - Loop Trouble	32.69	17.37	65	87	23.35	3.83	4.00
MR-4-03-3342	Mean Time To Repair - Central Office Trouble	15.17	6.65	28	7	18.13	7.66	1.11
MR-4-04-3342	% Cleared (all troubles) within 24 Hours	62.37	84.04	93	94		7.09	3.06
MR-4-07-3342	% Out of Service > 12 Hours	74.16	52.44	89	82		6.70	3.24
MR-4-08-3342	% Out of Service > 24 Hours	34.83	12.20	89	82		7.29	3.10
MR-4-09-3342	Mean Time To Repair - No Double Dispatch	20.79	14.11	71	78	17.29	2.84	2.36
MR-4-10-3342	Mean Time To Repair - Double Dispatch	48.79	28.58	22	16	27.33	8.98	2.25
<b>MR-5 - Repeat Trouble Reports</b>								
MR-5-01-3342	% Repeat Reports within 30 Days	65.59	14.89	93	94		6.95	7.30
<b>2-Wire xDSL Line Sharing - Maintenance</b>								
<b>MR-2 - Trouble Report Rate</b>								
MR-2-02-3343	Network Trouble Report Rate - Loop	0.13	0.04	46935	2424		0.07	1.16
MR-2-03-3343	Network Trouble Report Rate - Central Office	0.03	0.04	46935	2424		0.04	-0.25
MR-2-04-3343	% Subsequent Reports	0.00	0.00	93	6			
MR-2-05-3343	% CPE/TOK/FOK Trouble Report Rate	1.14	0.83	46935	2424		0.22	1.42
<b>MR-3 - Missed Repair Appointments</b>								
MR-3-01-3343	% Missed Repair Appointment - Loop	24.62	33.33	65	3		25.44	-0.34
MR-3-02-3343	% Missed Repair Appointment - Central Office	14.29	0.00	28	3		21.26	0.67
MR-3-03-3343	%CPE/TOK/FOK - Missed Appointment	8.41	10.00	535	20		6.32	-0.25
MR-3-04-3343	% Missed Repair Appointment - No Double Dispatch	8.45	0.00	71	3		16.39	0.52
MR-3-05-3343	% Missed Repair Appointment - Double Dispatch	63.64	50.00	22	2		35.53	0.38
<b>MR-4 - Trouble Duration Intervals</b>								
MR-4-02-3343	Mean Time To Repair - Loop Trouble	32.69	27.21	65	3	23.35	13.79	0.40
MR-4-03-3343	Mean Time To Repair - Central Office Trouble	15.17	1.93	28	3	18.13	11.02	1.20
MR-4-04-3343	% Cleared (all troubles) within 24 Hours	62.37	66.67	93	6		20.41	0.21
MR-4-07-3343	% Out of Service > 12 Hours	74.16	33.33	89	6		18.46	2.21
MR-4-08-3343	% Out of Service > 24 Hours	34.83	33.33	89	6		20.10	0.07
MR-4-09-3343	Mean Time To Repair - No Double Dispatch	20.79	1.93	71	3	17.29	10.19	1.85
MR-4-10-3343	Mean Time To Repair - Double Dispatch	48.79	39.60	22	2	27.33	20.19	0.46
<b>MR-5 - Repeat Trouble Reports</b>								
MR-5-01-3343	% Repeat Reports within 30 Days	65.59	16.67	93	6		20.01	2.44
<b>Special Services - Maintenance</b>								
<b>MR-2 - Trouble Report Rate</b>								
MR-2-01-3200	Network Trouble Report Rate	0.21	1.44	165104	2507		0.09	-13.38
MR-2-05-3200	% CPE/TOK/FOK Trouble Report Rate	0.28	2.11	165104	2507		0.11	-17.35
<b>MR-4 - Trouble Duration Intervals</b>								
MR-4-01-3200	Mean Time To Repair - Total	5.63	4.55	344	36	6.84	1.20	0.90
MR-4-04-3200	% Cleared (all troubles) within 24 Hours	99.13	100.00	344	36		1.63	0.53
MR-4-06-3200	% Out of Service > 4 Hours	50.58	50.00	344	28		9.83	0.06
MR-4-08-3200	% Out of Service > 24 Hours	0.87	0.00	344	28		1.83	0.48
<b>MR-5 - Repeat Trouble Reports</b>								
MR-5-01-3200	% Repeat Reports within 30 Days	11.05	16.67	344	36		5.49	-1.02

Legend Notations defined on Legend sheet - last page

<sup>2</sup> Parity to be assessed in conjunction with missed appointments

**Carrier to Carrier  
Performance Standards and Reports  
March 2002  
Verizon Virginia**

**CLEC Aggregate Performance - NOVA  
UNE POTS**

Metric #	POTS - Provisioning	Standard	Actual Performance		Number of Observations		Standard Deviation	Sampling Error	Z-Score
			VZ	CLEC Aggregate	VZ	All CLECs			
<b>PR-1 - Average Interval Offered</b>									
PR-1-01-3111	Av. Interval Offered - Total No Dispatch - Hot Cut Loo	Parity with Retail	5.00		411				
PR-1-01-3122	Av. Interval Offered-Total No Dispatch-Other (UNE Switch&INF	Parity with Retail	1.12	NA	4843		5.89		
PR-1-01-3140	Av. Interval Offered - Total No Dispatch - Platform	Parity with Retail	1.12	1.55	4843	283	5.89	0.36	-1.19
PR-1-03-3112	Av. Interval Offered - Dispatch (1-5 Lines) - Loo	Parity with Retail	4.53	3.50	1214	19	5.34	1.27	0.81
PR-1-03-3140	Av. Interval Offered - Dispatch (1-5 Lines) - Platform	Parity with Retail	4.53	5.00	1214	2	5.34	3.78	-0.12
PR-1-04-3112	Av. Interval Offered - Dispatch (6-9 Lines) - Loo	Parity with Retail	6.84	6.33	88	6	8.15	3.44	1.15
PR-1-04-3140	Av. Interval Offered - Dispatch (6-9 Lines) - Platform	Parity with Retail	6.84	NA	88		8.15		
PR-1-05-3112	Av. Interval Offered - Dispatch (>= 10 Lines) - Loo	Parity with Retail	10.14	11.00	78	2	9.73	6.97	-0.12
PR-1-05-3140	Av. Interval Offered - Dispatch (>= 10 Lines) - Platform	Parity with Retail	10.14	1.00	78	1	9.73	9.79	0.93
<b>PR-2 - Average Completed Interval</b>									
PR-2-01-3111	Av. Completed Interval - Total No Dispatch - Hot Cut Loo	Parity with Retail	5.03		375				
PR-2-01-3122	Av. Completed Interval-Total No Dispatch-Other(UNE Switch&INF	Parity with Retail	0.88	NA	4593		2.98		
PR-2-01-3140	Av. Completed Interval - Total No Dispatch - Platform	Parity with Retail	0.88	1.54	1008	263	2.98	0.21	-3.20
PR-2-03-3112	Av. Completed Interval - Dispatch (1-5 Lines) - Loo	Parity with Retail	4.79	3.28	1008	18	5.42	1.29	1.17
PR-2-03-3140	Av. Completed Interval - Dispatch (1-5 Lines) - Platform	Parity with Retail	4.79	5.00	1008	2	5.42	3.84	-0.05
PR-2-04-3112	Av. Completed Interval - Dispatch (6-9 Lines) - Loo	Parity with Retail	6.21	6.00	66	1	6.12	6.17	0.03
PR-2-04-3140	Av. Completed Interval - Dispatch (6-9 Lines) - Platform	Parity with Retail	6.21	NA	66		6.12		
PR-2-05-3112	Av. Completed Interval - Dispatch (>= 10 Lines) - Loo	Parity with Retail	8.00	12.00	53	1	6.39	6.45	-0.62
PR-2-05-3140	Av. Completed Interval - Dispatch (>= 10 Lines) - Platform	Parity with Retail	8.00	1.00	53	1	6.39	6.45	1.09
<b>PR-3 - Completed within 5 Days - Platform &amp; Other (Switch &amp; INF)</b>									
PR-3-01-3142	% Completed in 1 Day (1-5 Lines - No Dispatch)	Parity with Retail	70.00	43.27	18688	208		3.20	-8.37
PR-3-02-3142	% Completed in 2 Days (1-5 Lines - No Dispatch)	Parity with Retail	82.95	92.79	18688	208		2.62	3.75
PR-3-03-3142	% Completed in 3 Days (1-5 Lines - No Dispatch)	Parity with Retail	95.32	94.71	18688	208		1.47	-0.41
PR-3-04-3142	% Completed in 1 Day (1-5 Lines - Dispatch)	Parity with Retail	5.49	50.00	2751	2		16.11	2.78
PR-3-05-3142	% Completed in 2 Days (1-5 Lines - Dispatch)	Parity with Retail	11.05	50.00	2751	2		22.18	1.76
PR-3-06-3142	% Completed in 3 Days (1-5 Lines - Dispatch)	Parity with Retail	39.29	50.00	2751	2		34.55	0.31
PR-3-07-3142	% Completed in 4 Days (1-5 Lines - Total)	Parity with Retail	90.69	95.24	21439	210		2.01	2.26
PR-3-08-3142	% Completed in 5 Days (1-5 Lines - No Dispatch)	Parity with Retail	93.84	96.63	18688	208		0.75	-2.96
PR-3-09-3142	% Completed in 5 Days (1-5 Lines - Dispatch)	Parity with Retail	86.37	50.00	2751	2		24.27	-1.50
PR-3-10-3142	% Completed in 6 Days (1-5 Lines - Total)	Parity with Retail	98.28	96.19	21439	210		0.90	-3.32
<b>PR-4 - Missed Appointments</b>									
PR-4-02-3100	Average Delay Days - Total	Parity with Retail	2.92	8.86	989	7	5.63	2.14	-2.78
PR-4-03-3100	% Missed Appt. - Custom	No Standard <sup>1</sup>	1.96	6.77					
PR-4-04-3113	% Missed Appt. - Verizon - Dispatch - Loop Nev	Parity with Retail	13.71	2.00	5258	250		2.23	5.26
PR-4-04-3140	% Missed Appt. - Verizon - Dispatch - Platform	Parity with Retail	13.71	0.00	5258	9		11.47	1.19
PR-4-04-3520	% Missed Appt. - Verizon - Dispatch - Hot Cut Loo	Parity with Retail	0.84	2.24	5258	134		3.01	3.81
PR-4-05-3111	% Missed Appt. - Verizon - No Dispatch - Hot Cut Loo	Parity with Retail	0.84	0.29	32055	699		0.35	1.58
PR-4-05-3121	% Missed Appt. - Verizon - No Dispatch - Othe	Parity with Retail	0.84	NA	32055	699		0.35	
PR-4-05-3140	% Missed Appt. - Verizon - No Dispatch - Platform	Parity with Retail	0.84	0.19	32055	525		0.40	1.62
PR-4-08-3111	% Missed Appt. - Customer - Due to Late Order Conf.	No Standard <sup>1</sup>		0.36		833			
PR-4-08-3121	% Missed Appt. - Customer - Due to Late Order Confirmation - Other	No Standard <sup>1</sup>		NA					
PR-4-08-3140	% Missed Appt. - Customer - Due to Late Order Confirmation - Platform	No Standard <sup>1</sup>		0.19		534			
<b>PR-5 - Facility Missed Orders</b>									
PR-5-01-3112	% Missed Appointment - Verizon - Facilities - Loo	Parity with Retail	2.05	1.20	5258	250		0.92	0.83
PR-5-01-3140	% Missed Appointment - Verizon - Facilities - Platform	Parity with Retail	2.05	0.00	5258	9		4.73	0.43
PR-5-02-3112	% Orders Held for Facilities > 15 Days - Loo	Parity with Retail	0.02	0.00	5258	250		0.09	0.22
PR-5-02-3140	% Orders Held for Facilities > 15 Days - Platform	Parity with Retail	0.02	0.00	5258	9		0.47	0.04
PR-5-03-3112	% Orders Held for Facilities > 60 Days - Loo	Parity with Retail	0.02	0.00	5258	250		0.09	0.22
PR-5-03-3140	% Orders Held for Facilities > 60 Days - Platform	Parity with Retail	0.02	0.00	5258	9		0.47	0.04
<b>PR-6 - Installation Quality</b>									
PR-6-01-3112	% Installation Troubles reported within 30 Days - Loc	Parity w/Verizon Retail for Found Trouble	4.59	3.24	36048	1915		0.49	2.75
PR-6-01-3121	% Installation Troubles reported within 30 Days - Platform	Parity w/Verizon Retail for Found Trouble	4.59	0.58	36048	1561		0.54	7.42
PR-6-02-3520	% Installation Troubles reported within 7 Days - Hot Cut Loo	2%		NA	1391				
PR-6-02-3112	% Installation Troubles reported within 7 Days - Loc	Parity w/Verizon Retail for Found Trouble	3.08	2.35	36048	1915		0.40	1.79
PR-6-02-3121	% Installation Troubles reported within 7 Days - Platform	Parity w/Verizon Retail for Found Trouble	3.08	0.32	36048	1561		0.45	6.17
PR-6-03-3112	% Inst. Troubles reported within 30 Days - FOK/TOK/CPE - Loo	No Standard	4.22	3.71	36048	1915		0.47	1.09
PR-6-03-3121	% Inst. Troubles reported within 30 Days - FOK/TOK/CPE - Platform	No Standard	4.22	0.64	36048	1561		0.52	6.89
<b>PR-8 - Open Orders in a Hold Status</b>									
PR-8-01-3100	Open Orders in a Hold Status > 30 Day	Parity with Retail	0.02	0.00	37313	872		0.05	0.41
PR-8-02-3100	Open Orders in a Hold Status > 90 Day	Parity with Retail	0.01	0.00	37313	872		0.03	0.29
<b>Hot Cuts</b>									
<b>PR-9 - Hot Cut Loops</b>									
PR-9-01-3520	% On Time Performance - Hot Cut Loo	95% Completed Within Window		97.11		829			
PR-9-02-3520	% Early Cuts - Lines	<= 1% of lines cut early		0.87		1379			
PR-9-08-3520	Average Duration of Service Interruption	No Standard		NA					
PR-9-09-3520	% Supplemented or Cancelled Orders at Verizon Reque	No Standard		0.00		829			
<b>POTS &amp; Complex Aggregate</b>									
<b>PR-1 - Average Interval Offered</b>									
PR-1-12-3133	Av. Interval Offered - Disconnects	Parity with Retail	3.47	3.83	18394	634	5.72	0.23	-1.56
<b>PR-2 - Average Completed Interval</b>									
PR-2-18-3133	Av. Completed Interval - Disconnect	Parity with Retail	3.23	3.93	17216	555	5.49	0.24	-2.96
<b>POTS - 2-Wire Digital Services</b>									
<b>PR-1 - Average Interval Offered</b>									
PR-1-01-3341	Av. Interval Offered - Total No Dispatcl	Parity with Retail	0.08	2.67	2632	3	0.55	0.32	-8.15
PR-1-02-3341	Av. Interval Offered - Total Dispatcl	Parity with Retail	3.51	5.95	131	62	2.08	0.32	-7.61
<b>PR-2 - Average Completed Interval</b>									
PR-2-01-3341	Av. Interval Completed - Total No Dispatcl	Parity with Retail	0.09	1.00	2596	3	0.86	0.50	-1.83
PR-2-02-3341	Av. Interval Completed - Total Dispatcl	Parity with Retail	4.45	5.98	100	42	3.29	0.60	-2.53
<b>PR-3 - Completed within X Days</b>									
PR-3-10-3341	% Completed in 6 Days (1-5 Lines - Total)	Parity With Retail	99.77	93.33	2627	45		0.72	-8.94
<b>PR-4 - Missed Appointments</b>									
PR-4-02-3341	Average Delay Days - Total	Parity with Retail	17.12	2.67	25	9	56.86	22.10	0.65
PR-4-03-3341	% Missed Appointment - Custom	No Standard <sup>1</sup>	1.33	8.25					
PR-4-04-3341	% Missed Appointment - Verizon - Dispatcl	Parity with Retail	10.56	1.22	180	82		4.09	2.28
PR-4-05-3341	% Missed Appointment - Verizon - No Dispatcl	Parity with Retail	0.12	NA	2602				
PR-4-08-3341	% Missed Appt. - Customer - Due to Late Order Confirmation	No Standard <sup>1</sup>		0.00		97			
<b>PR-5 - Facility Missed Orders</b>									
PR-5-01-3341	% Missed Appointment - Verizon Facilitie	Parity with Retail	1.60	8.51	187	94		1.59	-4.36
PR-5-02-3341	% Orders Held for Facilities > 15 Day:	Parity with Retail	0.00	0.00	187	94			
PR-5-03-3341	% Orders Held for Facilities > 60 Day:	Parity with Retail	0.00	0.00	187	94			
<b>PR-6 - Installation Quality</b>									
PR-6-01-3341	% Install. Troubles Reported within 30 Day	Parity with Retail	5.85	5.15	171	97		2.98	0.23
PR-6-03-3341	% Install. Troubles Reported within 30 Days - FOK/TOK/CPI	No Standard	4.68	6.19	171	97		2.68	-0.56
<b>PR-8 - Open Orders in a Hold Status</b>									
PR-8-01-3341	Open Orders in a Hold Status > 30 Day:	Parity with Retail	0.00	0.00	2789	97			
PR-8-02-3341	Open Orders in a Hold Status > 90 Day:	Parity with Retail	0.00	0.00	2789	97			

continued

**Carrier to Carrier  
Performance Standards and Reports  
March 2002  
Verizon Virginia**

**CLEC Aggregate Performance - NOVA  
UNE POTS continued**

Metric #	POTS - 2-Wire xDSL Loops	Standard	Actual Performance		Number of Observations		Standard Deviation	Sampling Error	Z-Score	
			VZ	CLEC Aggregate	VZ	All CLECs				
PR-1-01-3342 PR-1-02-3342	<b>PR-1 - Average Interval Offered</b>	No Standard No Standard								
	Av. Interval Offered - Total No Dispatcl		9.67		3					
	Av. Interval Offered - Total Dispatcl		6.19		207					
PR-2-01-3342 PR-2-02-3342	<b>PR-2 - Average Completed Interval</b>	No Standard No Standard								
	Av. Interval Completed - Total No Dispatcl		11.50		2					
	Av. Interval Completed - Total Dispatcl		5.93		193					
PR-3-10-3342	<b>PR-3 - Completed within X Days</b>	95%								
	% Completed in 6 Days (1-5 Lines - Total)		96.92		195					
PR-4-02-3342 PR-4-03-3342 PR-4-04-3342 PR-4-08-3342 PR-4-14-3342	<b>PR-4 - Missed Appointments</b>	Parity with Retail (DSO) No Standard <sup>1</sup> No Standard <sup>1</sup> 95%								
	Average Delay Days - Total (retail DSO special)		5.18	117.40	28	5	5.77	2.80	-40.06	
	% Missed Appointment - Custome		1.31	11.27						
	% Missed Appointment - Verizon - Dispatcl			0.91		328				
	% Missed Appt. - Customer - Due to Late Order Confirmatio			0.85		355				
	% Completed On Time (With Serial Number)		NA							
PR-5-01-3342 PR-5-02-3342 PR-5-03-3342	<b>PR-5 - Facility Missed Orders</b>	Parity with VADI Parity with VADI Parity with VADI								
	% Missed Appointment - Verizon Facility		3.28	0.59	396	341		1.32	2.04	
	% Orders Held for Facilities > 15 Day		0.00	0.00	396	341				
	% Orders Held for Facilities > 60 Day		0.00	0.00	396	341				
PR-6-01-3342 PR-6-03-3342	<b>PR-6 - Installation Quality</b>	Parity with Retail POTS-Dispatcl No Standard								
	% Install. Troubles Reported within 30 Day		4.59	1.41	7597	355		1.14	2.80	
	% Install. Troubles Reported within 30 Days - FOK/TOK/CPI		4.22	2.54	36048	355		1.07	1.57	
PR-8-01-3342 PR-8-02-3342	<b>PR-8 - Open Orders in a Hold Status</b>	Parity with Retail Specials-DSI Parity with Retail Specials-DSI								
	Open Orders in a Hold Status > 30 Day		1.25	0.00	321	355		0.86	1.46	
	Open Orders in a Hold Status > 90 Day		0.93	0.00	321	355		0.74	1.26	
<b>2-Wire xDSL Line Sharing</b>										
PR-1-01-3343 PR-1-02-3343	<b>PR-1 - Average Interval Offered</b>	Parity with VADI Parity with VADI								
	Av. Interval Offered - Total No Dispatcl		3.00	3.01	2881	71	0.25	0.03	-0.33	
	Av. Interval Offered - Total Dispatcl		2.97	3.00	399	12	0.21	0.06	-0.49	
PR-2-01-3343 PR-2-02-3343	<b>PR-2 - Average Completed Interval</b>	Parity with VADI Parity with VADI								
	Av. Interval Completed - Total No Dispatcl		2.56	2.59	2648	61	0.63	0.08	-0.37	
	Av. Interval Completed - Total Dispatcl		2.92	2.82	342	11	0.48	0.15	-0.68	
PR-3-03-3343 PR-3-10-3343	<b>PR-3 - Completed within X Days</b>	Parity with VADI Parity with VADI								
	% Completed in 3 Days (1-5 Lines - No Dispatcl)		96.79	100.00	2648	61		2.28	1.41	
	% Completed in six (6) Days one (1) to five (5) Lines - Tot		99.77	100.00	2990	72		0.57	0.40	
PR-4-02-3343 PR-4-03-3343 PR-4-04-3343 PR-4-05-3343 PR-4-08-3343	<b>PR-4 - Missed Appointments</b>	Parity with VADI No Standard <sup>1</sup> Parity with VADI Parity with VADI No Standard <sup>1</sup>								
	Average Delay Days - Total		1.47	1.00	105	1	1.11	1.12	0.42	
	% Missed Appointment - Custome		4.31	1.92						
	% Missed Appointment - Verizon - Dispatcl		3.85	7.69		364	13		5.43	-0.71
	% Missed Appointment - Verizon - No Dispatcl		2.86	0.00	2731	63			2.12	1.35
	% Missed Appt. - Customer - Due to Late Order Confirmation			0.00	76					
PR-5-01-3343 PR-5-02-3343 PR-5-03-3343	<b>PR-5 - Facility Missed Orders</b>	Parity with VADI Parity with VADI Parity with VADI								
	% Missed Appointment - Verizon Facility		3.28	0.00	396	13		5.02	0.65	
	% Orders Held for Facilities > 15 Day		0.00	0.00	396	13				
	% Orders Held for Facilities > 60 Day		0.00	0.00	396	13				
PR-6-01-3343 PR-6-03-3343	<b>PR-6 - Installation Quality</b>	Parity with VADI No Standard								
	% Install. Troubles Reported within 30 Day		0.45	0.00	3127	76		0.78	0.58	
	% Install. Troubles Reported within 30 Days - FOK/TOK/CPI		4.06	0.00	3127	76		2.29	1.77	
PR-8-01-3343 PR-8-02-3343	<b>PR-8 - Open Orders in a Hold Status</b>	Parity with VADI Parity with VADI								
	Open Orders in a Hold Status > 30 Day		0.00	0.00	3127	76				
	Open Orders in a Hold Status > 90 Day		0.00	0.00	3127	76				
<b>Maintenance - POTS Loop</b>										
MR-2-02-3550 MR-2-03-3550 MR-2-04-3550 MR-2-05-3550	<b>MR-2 - Trouble Report Rate</b>	Parity with Retail Parity with Retail No Standard <sup>2</sup> No Standard								
	Network Trouble Report Rate - Loo		0.61	0.42	1270434	29957		0.05	4.18	
	Network Trouble Report Rate - Central Offic		0.08	0.11	1270434	29957		0.02	-1.82	
	% Subsequent Reports		6.83	0.00						
	% CPE/TOK/FOK Trouble Report Rate		0.66	0.87	1270434	29957		0.05	-4.63	
MR-3-01-3550 MR-3-02-3550 MR-3-03-3550 MR-3-04-3550 MR-3-05-3550	<b>MR-3 - Missed Repair Appointments</b>	Parity w/ Retail POTS Tota Parity w/ Retail POTS Tota No Standard No Standard No Standard								
	% Missed Repair Appointment - Loo		26.02	10.32	7764	126		3.94	3.98	
	% Missed Repair Appointment - Central Offic		17.98	12.12	1018	33		6.79	0.86	
	% CPE/TOK/FOK - Missed Appointmen		13.40	3.82	8337	262		2.14	4.48	
	% Missed Repair Appointment - No Double Dispatcl		17.76	3.15	6077	127		3.43	4.26	
	% Missed Repair Appointment - Double Dispatcl		55.42	67.89	1754	19		11.46	-0.22	
MR-4-01-3550 MR-4-02-3550 MR-4-03-3550 MR-4-04-3550 MR-4-07-3550 MR-4-08-3550 MR-4-09-3550 MR-4-10-3550	<b>MR-4 - Trouble Duration Intervals</b>	Parity w/ Retail POTS Tota Parity w/ Retail POTS Tota Parity w/ Retail POTS Tota Parity w/ Retail POTS Tota Parity w/ Retail POTS Tota Parity w/ Retail POTS Tota Parity w/ Retail POTS Tota Parity w/ Retail POTS Tota								
	Mean Time To Repair - Tota		22.99	19.84	8782	159	33.11	2.65	1.19	
	Mean Time To Repair - Loop Troubl		24.06	20.86	7764	126	34.28	3.08	1.04	
	Mean Time To Repair - Central Office Troubl		14.80	15.95	1018	33	20.43	3.61	-0.32	
	% Cleared (all troubles) within 24 Hour		67.82	79.25	8782	159		3.74	3.06	
	% Out of Service > 12 Hours		64.74	69.23	5769	130		4.24	-1.06	
	% Out of Service > 24 Hours		30.13	20.00	5769	130		4.07	2.49	
	Mean Time To Repair - No Double Dispatcl		20.42	18.05	6077	127	23.13	2.07	1.15	
	Mean Time To Repair - Double Dispatcl		37.41	39.66	1754	19	56.44	13.02	-0.17	
MR-5-01-3550	<b>MR-5 - Repeat Trouble Reports</b>	Parity with Retail								
	% Repeat Reports within 30 Day		15.35	18.24	8782	159		2.88	-1.00	

continued

**Carrier to Carrier  
Performance Standards and Reports  
March 2002  
Verizon Virginia**

**CLEC Aggregate Performance - NOVA  
MAINTENANCE - UNE POTS continued**

Metric #	Maintenance - POTS Platform	Standard	Actual Performance		Number of Observations		Standard Deviation	Sampling Error	Z-Score
			VZ	CLEC Aggregate	VZ	All CLECs			
<b>MR-2 - Trouble Report Rate</b>									
MR-2-02-3140	Network Trouble Report Rate - Platform	Parity with Retail	0.61	0.37	1270434	3736		0.13	1.85
MR-2-03-3140	Network Trouble Report Rate - Central Office	Parity with Retail	0.08	0.08	1270434	3736		0.05	-0.00
MR-2-04-3140	% Subsequent Reports	No Standard <sup>2</sup>	6.83	0.00					
MR-2-05-3140	% CPE/TOK/FOK Trouble Report Rate	No Standard	0.66	0.72	1270434	3736		0.13	-0.50
<b>MR-3 - Missed Repair Appointments</b>									
MR-3-01-3144	% Missed Repair Appointment - Platform Bus	Parity with Retail	32.57	14.29	1308	7		17.76	1.03
MR-3-01-3145	% Missed Repair Appointment - Platform Res	Parity with Retail	24.78	0.00	6428	7		16.33	1.52
MR-3-02-3144	% Missed Repair Appointment - Central Office Bus	Parity with Retail	14.01	33.33	357	3		20.12	-0.96
MR-3-02-3145	% Missed Repair Appointment - Central Office Res	Parity with Retail	20.12	NA	661				
MR-3-03-3140	% CPE/TOK/FOK - Missed Appointment - Platform	No Standard	13.40	11.11	8337	27		6.57	0.35
MR-3-04-3140	% Missed Repair Appointment - No Double Dispatc	No Standard	17.76	7.14	6077	14		10.23	1.04
MR-3-05-3140	% Missed Repair Appointment - Double Dispatc	No Standard	55.42	50.00	1754	2		35.17	0.15
<b>MR-4 - Trouble Duration Intervals</b>									
MR-4-01-3140	Mean Time To Repair - Total	Parity with Retail	22.99	13.81	8782	17	33.11	8.04	1.14
MR-4-02-3144	Mean Time To Repair - Loop Trouble - Platform - Bus	Parity with Retail	17.01	10.59	1308	7	21.19	8.03	0.80
MR-4-02-3145	Mean Time To Repair - Loop Trouble - Platform - Res	Parity with Retail	25.41	16.32	6428	7	35.20	13.69	0.86
MR-4-03-3144	Mean Time To Repair - Central Office Trouble - Bus	Parity with Retail	10.19	15.46	357	3	14.90	8.84	-0.61
MR-4-03-3145	Mean Time To Repair - Central Office Trouble - Res	Parity with Retail	17.29	NA	661		22.49		
MR-4-04-3140	% Cleared (all troubles) within 24 Hour	Parity with Retail	67.62	68.24	8782	17		11.34	1.80
MR-4-05-3140	% Out of Service > 4 Hours	Parity with Retail	80.34	84.62	5769	13		11.04	-0.39
MR-4-07-3140	% Out of Service > 12 Hours	Parity with Retail	64.74	53.85	5769	13		13.27	0.82
MR-4-08-3144	% Out of Service > 24 Hours - Bus	Parity with Retail	18.36	14.29	975	7		14.69	0.28
MR-4-08-3145	% Out of Service > 24 Hours - Res	Parity with Retail	32.34	16.67	4775	6		19.11	0.82
<b>MR-5 - Repeat Trouble Reports</b>									
MR-5-01-3140	% Repeat Reports within 30 Days	Parity with Retail	15.35	23.53	8782	17		8.75	-0.93
<b>2-Wire Digital Services - Maintenance</b>									
<b>MR-2 - Trouble Report Rate</b>									
MR-2-02-3341	Network Trouble Report Rate - Loo	Parity with Retail	0.20	0.38	24458	3986		0.08	-2.38
MR-2-03-3341	Network Trouble Report Rate - Central Office	Parity with Retail	0.08	0.15	24458	3986		0.05	-1.53
MR-2-04-3341	% Subsequent Reports	No Standard <sup>2</sup>	14.10	0.00					
MR-2-05-3341	% CPE/TOK/FOK Trouble Report Rate	No Standard	0.72	0.53	24458	3986		0.14	1.31
<b>MR-3 - Missed Repair Appointments</b>									
MR-3-01-3341	% Missed Repair Appointment - Looj	Parity with Retail	70.83	6.67	48	15		13.45	4.77
MR-3-02-3341	% Missed Repair Appointment - Central Office	Parity with Retail	21.05	16.67	19	6		19.09	0.23
MR-3-03-3341	% CPE/TOK/FOK - Missed Appointmen	No Standard	30.29	14.29	175	21		10.61	1.51
MR-3-04-3341	% Missed Repair Appointment - No Double Dispatc	No Standard	33.33	0.00	18	18		15.71	2.12
MR-3-05-3341	% Missed Repair Appointment - Double Dispatc	No Standard	66.67	66.67	48	3		28.05	0
<b>MR-4 - Trouble Duration Intervals</b>									
MR-4-01-3341	Mean Time To Repair - Total	Parity with Retail	25.36	27.24	67	21	22.08	5.52	-0.34
MR-4-02-3341	Mean Time To Repair - Loop Trouble	Parity with Retail	29.08	32.43	48	15	24.15	7.14	-0.47
MR-4-03-3341	Mean Time To Repair - Central Office Troubl	Parity with Retail	16.97	14.27	19	6	11.64	5.45	0.31
MR-4-04-3341	% Cleared (all troubles) within 24 Hour	Parity with Retail	53.73	66.67	67	21		12.47	1.04
MR-4-07-3341	% Out of Service > 12 Hours	Parity with Retail	68.42	75.00	19	20		14.89	-0.44
MR-4-08-3341	% Out of Service > 24 Hours	Parity with Retail	42.11	30.00	19	20		15.82	0.77
MR-4-09-3341	Mean Time To Repair - No Double Dispatcl	Parity with Retail	20.51	25.10	18	18	24.32	8.11	-0.57
MR-4-10-3341	Mean Time To Repair - Double Dispatcl	Parity with Retail	27.64	40.10	48	3	21.12	12.57	-0.99
<b>MR-5 - Repeat Trouble Reports</b>									
MR-5-01-3341	% Repeat Reports within 30 Days	Parity with Retail	14.93	23.81	67	21		8.91	-1.00
<b>2-Wire xDSL Loops - Maintenance</b>									
<b>MR-2 - Trouble Report Rate</b>									
MR-2-02-3342	Network Trouble Report Rate - Loo	Parity with VADI	0.15	0.17	30068	12752		0.04	-0.65
MR-2-03-3342	Network Trouble Report Rate - Central Office	Parity with VADI	0.03	0.00	30068	12752		0.02	1.73
MR-2-04-3342	% Subsequent Reports	No Standard <sup>2</sup>	0.00	0.00	68	35			
MR-2-05-3342	% CPE/TOK/FOK Trouble Report Rate	No Standard	1.24	0.38	30068	12752		0.12	7.39
<b>MR-3 - Missed Repair Appointments</b>									
MR-3-01-3342	% Missed Repair Appointment - Looj	Parity with VADI	29.79	5.71	47	35		10.21	2.36
MR-3-02-3342	% Missed Repair Appointment - Central Offic	Parity with VADI	9.52	NA	21				
MR-3-03-3342	% CPE/TOK/FOK - Missed Appointmen	No Standard	9.65	12.50	373	48		4.53	-0.63
MR-3-04-3342	% Missed Repair Appointment - No Double Dispatc	No Standard	7.69	0.00	52	30		6.11	1.26
MR-3-05-3342	% Missed Repair Appointment - Double Dispatc	No Standard	75.00	40.00	16	5		22.19	1.68
<b>MR-4 - Trouble Duration Intervals</b>									
MR-4-02-3342	Mean Time To Repair - Loop Troubl	Parity with VADI	34.62	22.33	47	35	25.89	5.78	2.13
MR-4-03-3342	Mean Time To Repair - Central Office Troubl	Parity with VADI	12.88	NA	21		14.84		
MR-4-04-3342	% Cleared (all troubles) within 24 Hour	Parity with VADI	63.24	68.57	68	35		10.03	0.53
MR-4-07-3342	% Out of Service > 12 Hours	Parity with VADI	70.77	58.62	65	29		10.16	1.20
MR-4-08-3342	% Out of Service > 24 Hours	Parity with VADI	33.85	27.59	65	29		10.57	0.59
MR-4-09-3342	Mean Time To Repair - No Double Dispatcl	Parity with VADI	19.00	18.84	52	30	15.88	3.64	0.04
MR-4-10-3342	Mean Time To Repair - Double Dispatcl	Parity with VADI	56.86	43.31	16	5	27.93	14.31	0.95
<b>MR-5 - Repeat Trouble Reports</b>									
MR-5-01-3342	% Repeat Reports within 30 Days	Parity with VADI	63.24	8.57	68	35		10.03	5.45
<b>2-Wire xDSL Line Sharing - Maintenance</b>									
<b>MR-2 - Trouble Report Rate</b>									
MR-2-02-3343	Network Trouble Report Rate - Loo	Parity with VADI	0.15	0.00	30068	1034		0.12	1.21
MR-2-03-3343	Network Trouble Report Rate - Central Offic	Parity with VADI	0.03	0.10	30068	1034		0.06	-1.10
MR-2-04-3343	% Subsequent Reports	No Standard <sup>2</sup>	0.00	0.00	68	1			
MR-2-05-3343	% CPE/TOK/FOK Trouble Report Rate	No Standard	1.24	0.48	30068	1034		0.35	2.16
<b>MR-3 - Missed Repair Appointments</b>									
MR-3-01-3343	% Missed Repair Appointment - Looj	Parity with VADI	29.79	NA	47				
MR-3-02-3343	% Missed Repair Appointment - Central Offic	Parity with VADI	9.52	0.00	21	1		30.04	0.32
MR-3-03-3343	% CPE/TOK/FOK - Missed Appointmen	No Standard	9.65	20.00	373	5		13.29	-0.78
MR-3-04-3343	% Missed Repair Appointment - No Double Dispatc	No Standard	7.69	0.00	52	1		26.90	0.29
MR-3-05-3343	% Missed Repair Appointment - Double Dispatc	No Standard	75.00	NA	16				
<b>MR-4 - Trouble Duration Intervals</b>									
MR-4-02-3343	Mean Time To Repair - Loop Troubl	Parity with VADI	34.62	NA	47		25.89		
MR-4-03-3343	Mean Time To Repair - Central Office Troubl	Parity with VADI	12.88	1.13	21	1	14.84	15.19	0.77
MR-4-04-3343	% Cleared (all troubles) within 24 Hour	Parity with VADI	63.24	100.00	68	1		48.57	0.76
MR-4-07-3343	% Out of Service > 12 Hours	Parity with VADI	70.77	0.00	65	1		45.83	1.54
MR-4-08-3343	% Out of Service > 24 Hours	Parity with VADI	33.85	0.00	65	1		47.68	0.71
MR-4-09-3343	Mean Time To Repair - No Double Dispatcl	Parity with VADI	19.00	1.13	52	1	15.88	16.03	1.11
MR-4-10-3343	Mean Time To Repair - Double Dispatcl	Parity with VADI	56.86	NA	16		27.93		
<b>MR-5 - Repeat Trouble Reports</b>									
MR-5-01-3343	% Repeat Reports within 30 Days	Parity with VADI	63.24	100.00	68	1		48.57	-0.76

Legend Notations defined on Legend sheet - last pag

<sup>1</sup> Not in Control of Verizor

<sup>2</sup> Parity to be assessed in conjunction with missed appointmen

**Carrier to Carrier**  
**Performance Standards and Reports**  
**March 2002**  
**Verizon Virginia**

**CLEC Aggregate Performance - CENTRAL**  
**UNE POTS**

**POTS - Provisioning**

Metric #	Standard	Actual Performance		Number of Observations		Standard Deviation	Sampling Error	Z-Score
		VZ	CLEC Aggregate	VZ	All CLECs			
<b>PR-1 - Average Interval Offered</b>								
PR-1-01-3111	Av. Interval Offered - Total No Dispatch - Hot Cut Loop	1.25	4.00	3540	1	3.03	3.03	-0.91
PR-1-01-3122	Av. Interval Offered-Total No Dispatch-Other (UNE Switch&INP	1.25	1.44	3540	538	3.03	0.14	-1.36
PR-1-01-3140	Av. Interval Offered - Total No Dispatch - Platform	4.45	4.33	1428	39	5.39	0.87	0.14
PR-1-03-3140	Av. Interval Offered - Dispatch (1-5 Lines) - Loop	4.45	2.64	1428	25	5.39	1.09	1.66
PR-1-04-3112	Av. Interval Offered - Dispatch (6-9 Lines) - Loop	7.40	5.89	82	9	6.69	2.35	0.64
PR-1-04-3140	Av. Interval Offered - Dispatch (6-9 Lines) - Platform	7.40	1.33	82	3	6.69	3.93	1.54
PR-1-05-3112	Av. Interval Offered - Dispatch (>= 10 Lines) - Loop	11.94	9.50	31	2	15.73	11.48	0.21
PR-1-05-3140	Av. Interval Offered - Dispatch (>= 10 Lines) - Platform	11.94	3.00	31	3	15.73	9.51	0.94
<b>PR-2 - Average Completed Interval</b>								
PR-2-01-3111	Av. Completed Interval - Total No Dispatch - Hot Cut Loop	1.17	4.74	3361	202	2.57		
PR-2-01-3122	Av. Completed Interval-Total No Dispatch-Other(UNE Switch&INP	1.17	1.47	1261	510	2.57	0.13	-2.22
PR-2-01-3140	Av. Completed Interval - Total No Dispatch - Platform	4.40	4.10	1261	31	4.71	0.86	0.35
PR-2-03-3112	Av. Completed Interval - Dispatch (1-5 Lines) - Loop	4.40	3.27	1261	22	4.71	1.01	1.12
PR-2-03-3140	Av. Completed Interval - Dispatch (1-5 Lines) - Platform	6.43	5.88	69	8	5.11	1.91	0.29
PR-2-04-3112	Av. Completed Interval - Dispatch (6-9 Lines) - Loop	6.43	1.33	69	3	5.11	3.01	1.69
PR-2-04-3140	Av. Completed Interval - Dispatch (6-9 Lines) - Platform	10.59	9.50	27	2	12.35	9.05	0.12
PR-2-05-3112	Av. Completed Interval - Dispatch (>= 10 Lines) - Loop	10.59	2.67	27	3	12.35	7.52	1.05
PR-2-05-3140	Av. Completed Interval - Dispatch (>= 10 Lines) - Platform							
<b>PR-3 - Completed within 5 Days - Platform &amp; Other (Switch &amp; INP)</b>								
PR-3-01-3142	% Completed in 1 Day (1-5 Lines - No Dispatch)	75.83	57.18	19884	411		2.13	-8.74
PR-3-02-3142	% Completed in 2 Days (1-5 Lines - No Dispatch)	86.64	92.94	19884	411		1.70	3.72
PR-3-03-3142	% Completed in 3 Days (1-5 Lines - No Dispatch)	96.92	95.86	19884	411		0.86	-1.23
PR-3-04-3142	% Completed in 1 Day (1-5 Lines - Dispatch)	9.89	13.64	4926	22		6.38	0.59
PR-3-05-3142	% Completed in 2 Days (1-5 Lines - Dispatch)	23.10	27.27	4926	22		9.01	0.46
PR-3-06-3142	% Completed in 3 Days (1-5 Lines - Dispatch)	74.02	81.82	4926	22		9.37	0.83
PR-3-07-3142	% Completed in 4 Days (1-5 Lines - Total)	94.97	96.30	24810	433		1.06	1.26
PR-3-08-3142	% Completed in 5 Days (1-5 Lines - No Dispatch)	98.97	98.05	19884	411		0.50	-1.83
PR-3-09-3142	% Completed in 5 Days (1-5 Lines - Dispatch)	93.24	95.45	4926	22		5.36	0.41
PR-3-10-3142	% Completed in 6 Days (1-5 Lines - Total)	98.46	97.92	24810	433		0.60	-0.90
<b>PR-4 - Missed Appointments</b>								
PR-4-02-3100	Average Delay Days - Total	3.41	3.44	781	18	5.39	1.28	-0.02
PR-4-03-3100	% Missed Appt. - Customer	1.58	5.98					
PR-4-04-3113	% Missed Appt. - Verizon - Dispatch - Loop New	6.60	1.27	8358	868		0.89	6.02
PR-4-04-3140	% Missed Appt. - Verizon - Dispatch - Platform	6.60	5.66	8358	53		3.42	0.27
PR-4-04-3520	% Missed Appt. - Verizon - Dispatch - Hot Cut Loop	6.60	0.70	8358	142		2.10	2.81
PR-4-05-3111	% Missed Appt. - Verizon - No Dispatch - Hot Cut Loop	0.60	0.26	38068	389		0.39	0.66
PR-4-05-3121	% Missed Appt. - Verizon - No Dispatch - Other	0.60	NA	38068	1570		0.20	
PR-4-05-3140	% Missed Appt. - Verizon - No Dispatch - Platform	0.60	0.50	38068	796		0.28	0.36
PR-4-08-3111	% Missed Appt. - Customer - Due to Late Order Conf. - Hot Cut Loop		0.19		531			
PR-4-08-3121	% Missed Appt. - Customer - Due to Late Order Confirmation - Other		0.00		2			
PR-4-08-3140	% Missed Appt. - Customer - Due to Late Order Confirmation- Platform		0.00		849			
<b>PR-5 - Facility Missed Orders</b>								
PR-5-01-3112	% Missed Appointment - Verizon - Facilities - Loop	1.70	0.92	8358	868		0.46	1.69
PR-5-01-3140	% Missed Appointment - Verizon - Facilities - Platform	1.70	0.00	8358	53		1.78	0.95
PR-5-02-3112	% Orders Held for Facilities > 15 Days - Loop	0.05	0.00	8358	868		0.08	0.63
PR-5-02-3140	% Orders Held for Facilities > 15 Days - Platform	0.05	0.00	8358	53		0.31	0.16
PR-5-03-3112	% Orders Held for Facilities > 60 Days - Loop	0.00	0.00	8358	868			
PR-5-03-3140	% Orders Held for Facilities > 60 Days - Platform	0.00	0.00	8358	53			
<b>PR-6 - Installation Quality</b>								
PR-6-01-3112	% Installation Troubles reported within 30 Days - Loop	2.59	6.28	38973	2228		0.35	-10.68
PR-6-01-3121	% Installation Troubles reported within 30 Days - Platform	2.59	0.60	38973	1760		0.39	4.63
PR-6-02-3520	% Installation Troubles reported within 7 Days - Hot Cut Loop		NA		777			
PR-6-02-3112	% Installation Troubles reported within 7 Days - Loop	1.54	4.17	38973	2228		0.27	-9.81
PR-6-02-3121	% Installation Troubles reported within 7 Days - Platform	1.54	0.23	38973	1760		0.30	4.38
PR-6-03-3112	% Inst. Troubles reported within 30 Days - FOK/TOK/CPE - Loop	2.06	4.53	38973	2228		0.31	-7.99
PR-6-03-3121	% Inst. Troubles reported within 30 Days - FOK/TOK/CPE - Platform	2.06	0.91	38973	1760		0.35	3.33
<b>PR-8 - Open Orders in a Hold Status</b>								
PR-8-01-3100	Open Orders in a Hold Status > 30 Days	0.07	0.00	46426	1940		0.06	1.14
PR-8-02-3100	Open Orders in a Hold Status > 90 Days	0.02	0.00	46426	1940		0.03	0.61
<b>Hot Cuts</b>								
<b>PR-9 - Hot Cut Loops</b>								
PR-9-01-3520	% On Time Performance - Hot Cut Loop		99.61		510			
PR-9-02-3520	% Early Cuts - Lines		0.00		746			
PR-9-08-3520	Average Duration of Service Interruptor		NA					
PR-9-09-3520	% Supplemented or Cancelled Orders at Verizon Request		0.00		510			
<b>POTS &amp; Complex Aggregate</b>								
<b>PR-1 - Average Interval Offered</b>								
PR-1-12-3133	Av. Interval Offered - Disconnects	4.19	5.56	15469	1918	5.79	0.14	-9.77
<b>PR-2 - Average Completed Interval</b>								
PR-2-18-3133	Av. Completed Interval - Disconnects	3.82	5.63	14018	1755	5.28	0.13	-13.54
<b>POTS - 2-Wire Digital Services</b>								
<b>PR-1 - Average Interval Offered</b>								
PR-1-01-3341	Av. Interval Offered - Total No Dispatch	1.11	6.00	318	1	1.59	1.59	-3.07
PR-1-02-3341	Av. Interval Offered - Total Dispatch	3.42	5.27	197	15	2.05	0.55	-3.37
<b>PR-2 - Average Completed Interval</b>								
PR-2-01-3341	Av. Interval Completed - Total No Dispatch	1.17	6.00	292	1	1.71	1.71	-2.82
PR-2-02-3341	Av. Interval Completed - Total Dispatch	3.88	5.60	156	10	2.33	0.76	-2.26
<b>PR-3 - Completed within X Days</b>								
PR-3-10-3341	% Completed in 6 Days (1-5 Lines - Total)	98.42	90.91	316	11		3.82	-1.96
<b>PR-4 - Missed Appointments</b>								
PR-4-02-3341	Average Delay Days - Total	4.42	1.50	19	2	4.71	3.50	0.83
PR-4-03-3341	% Missed Appointment - Customer	5.55	7.41					
PR-4-04-3341	% Missed Appointment - Verizon - Dispatch	4.51	0.00	244	25		4.36	1.03
PR-4-05-3341	% Missed Appointment - Verizon - No Dispatch	0.69	NA	290				
PR-4-08-3341	% Missed Appt. - Customer - Due to Late Order Confirmation		0.00		27			
<b>PR-5 - Facility Missed Orders</b>								
PR-5-01-3341	% Missed Appointment - Verizon Facilities	2.79	7.69	251	26		3.39	-1.44
PR-5-02-3341	% Orders Held for Facilities > 15 Days	0.00	0.00	251	26			
PR-5-03-3341	% Orders Held for Facilities > 60 Days	0.00	0.00	251	26			
<b>PR-6 - Installation Quality</b>								
PR-6-01-3341	% Install. Troubles Reported within 30 Days	3.98	14.81	176	27		4.04	-2.68
PR-6-03-3341	% Install. Troubles Reported within 30 Days - FOK/TOK/CPE	6.25	3.70	176	27		5.00	0.51
<b>PR-8 - Open Orders in a Hold Status</b>								
PR-8-01-3341	Open Orders in a Hold Status > 30 Days	0.00	0.00	541	27			
PR-8-02-3341	Open Orders in a Hold Status > 90 Days	0.00	0.00	541	27			

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**Carrier to Carrier**  
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**CLEC Aggregate Performance - CENTRAL**  
**UNE POTS continued**

Metric #	POTS - 2-Wire xDSL Loops	Standard	Actual Performance		Number of Observations		Standard Deviation	Sampling Error	Z-Score
			VZ	CLEC Aggregate	VZ	All CLECs			
PR-1-01-3342	<b>PR-1 - Average Interval Offered</b>	No Standard	5.00		6				
PR-1-02-3342	Av. Interval Offered - Total No Dispatch Av. Interval Offered - Total Dispatch	No Standard	5.91		35				
PR-2-01-3342	<b>PR-2 - Average Completed Interval</b>	No Standard	5.00		4				
PR-2-02-3342	Av. Interval Completed - Total No Dispatch Av. Interval Completed - Total Dispatch	No Standard	5.96		25				
PR-3-10-3342	<b>PR-3 - Completed within X Days</b>	95%	96.55		29				
PR-4-02-3342	<b>PR-4 - Missed Appointments</b>	Parity with Retail (DS0)	6.42	2.80	12	5	6.50	3.46	1.05
PR-4-03-3342	Average Delay Days - Total (retail DS0 specials)	No Standard <sup>1</sup>	0.46	8.90					
PR-4-04-3342	% Missed Appointment - Customer	<=5%		0.77		130			
PR-4-08-3342	% Missed Appointment - Verizon - Dispatch	No Standard <sup>1</sup>		0.00		146			
PR-4-14-3342	% Missed Appt. - Customer - Due to Late Order Confirmation % Completed On Time (With Serial Number)	95%		NA					
PR-5-01-3342	<b>PR-5 - Facility Missed Orders</b>	Parity with VADI	1.15	2.94	87	136		1.46	-1.22
PR-5-02-3342	% Missed Appointment - Verizon Facilities	Parity with VADI	0.00	0.00	87	136			
PR-5-03-3342	% Orders Held for Facilities > 15 Days % Orders Held for Facilities > 60 Days	Parity with VADI	0.00	0.00	87	136			
PR-6-01-3342	<b>PR-6 - Installation Quality</b>	Parity with Retail POTS-Dispatch	2.59	2.72	10712	147		1.32	-0.10
PR-6-03-3342	% Install. Troubles Reported within 30 Days % Install. Troubles Reported within 30 Days - FOK/TOK/CPE	No Standard	2.06	3.40	38973	147		1.17	-1.14
PR-8-01-3342	<b>PR-8 - Open Orders in a Hold Status</b>	Parity with Retail Specials-DS0	0.58	0.00	171	146		0.86	0.68
PR-8-02-3342	Open Orders in a Hold Status > 30 Days Open Orders in a Hold Status > 90 Days	Parity with Retail Specials-DS0	0.00	0.00	171	146			
PR-1-01-3343	<b>2-Wire xDSL Line Sharing</b>								
PR-1-02-3343	<b>PR-1 - Average Interval Offered</b>	Parity with VADI	3.14	2.98	369	54	2.71	0.39	0.41
PR-2-01-3343	Av. Interval Offered - Total No Dispatch Av. Interval Offered - Total Dispatch	Parity with VADI	3.00	3.00	88	10	0.15	0.05	0
PR-2-02-3343	<b>PR-2 - Average Completed Interval</b>	Parity with VADI	2.42	2.58	337	50	2.86	0.43	-0.37
PR-3-03-3343	Av. Interval Completed - Total No Dispatch Av. Interval Completed - Total Dispatch	Parity with VADI	2.94	2.87	83	9	0.33	0.12	2.33
PR-3-10-3343	<b>PR-3 - Completed within X Days</b>	Parity with VADI	99.41	100.00	337	50		1.16	0.51
PR-4-02-3343	% Completed in 3 Days (1-5 Lines - No Dispatch)	Parity with VADI	99.76	100.00	420	59		0.68	0.35
PR-4-03-3343	% Completed in six (6) Days one (1) to five (5) Lines - Tot:								
PR-4-04-3343	<b>PR-4 - Missed Appointments</b>	Parity with VADI	1.00	1.00	1	1			
PR-4-05-3343	Average Delay Days - Total	No Standard <sup>1</sup>	0.46	1.25					
PR-4-06-3343	% Missed Appointment - Customer	Parity with VADI	0.00	0.00	86	18			
PR-4-07-3343	% Missed Appointment - Verizon - Dispatch	Parity with VADI	0.00	0.00	344	61			
PR-4-08-3343	% Missed Appointment - Verizon - No Dispatch % Missed Appt. - Customer - Due to Late Order Confirmation	No Standard <sup>1</sup>	0.00	0.00		80			
PR-5-01-3343	<b>PR-5 - Facility Missed Orders</b>	Parity with VADI	1.15	5.26	87	19		2.70	-1.52
PR-5-02-3343	% Missed Appointment - Verizon Facilities	Parity with VADI	0.00	0.00	87	19			
PR-5-03-3343	% Orders Held for Facilities > 15 Days % Orders Held for Facilities > 60 Days	Parity with VADI	0.00	0.00	87	19			
PR-6-01-3343	<b>PR-6 - Installation Quality</b>	Parity with VADI	0.46	0.00	431	80		0.83	0.56
PR-6-03-3343	% Install. Troubles Reported within 30 Days % Install. Troubles Reported within 30 Days - FOK/TOK/CPE	No Standard	4.18	1.25	431	80		2.44	1.20
PR-8-01-3343	<b>PR-8 - Open Orders in a Hold Status</b>	Parity with VADI	0.00	0.00	431	80			
PR-8-02-3343	Open Orders in a Hold Status > 30 Days Open Orders in a Hold Status > 90 Days	Parity with VADI	0.00	0.00	431	80			
MR-2-02-3550	<b>Maintenance - POTS Loop</b>								
MR-2-03-3550	<b>MR-2 - Trouble Report Rate</b>	Parity with Retail	1.06	0.89	651807	66219		0.04	4.15
MR-2-04-3550	Network Trouble Report Rate - Loop	Parity with Retail	0.08	0.09	651807	66219		0.01	-0.20
MR-2-05-3550	% Subsequent Reports % CPE/TOK/FOK Trouble Report Rate	No Standard <sup>2</sup>	1.73	0.00				0.03	5.60
MR-3-01-3550	<b>MR-3 - Missed Repair Appointments</b>	Parity w/ Retail POTS Tota	8.62	3.22	6941	590		1.20	4.49
MR-3-02-3550	% Missed Repair Appointment - Loop	Parity w/ Retail POTS Tota	9.16	1.75	546	57		4.02	1.85
MR-3-03-3550	% Missed Repair Appointment - Central Office	No Standard	4.30	1.13	4762	355		1.12	2.84
MR-3-04-3550	% CPE/TOK/FOK - Missed Appointment	No Standard	3.41	1.91	5515	524		0.83	1.81
MR-3-05-3550	% Missed Repair Appointment - No Double Dispatch % Missed Repair Appointment - Double Dispatch	No Standard	28.23	7.14	1169	98		4.73	4.46
MR-4-01-3550	<b>MR-4 - Trouble Duration Intervals</b>	Parity w/ Retail POTS Tota	14.04	12.05	7487	647	16.56	0.68	2.94
MR-4-02-3550	Mean Time To Repair - Total	Parity w/ Retail POTS Tota	14.50	12.29	6941	590	16.69	0.72	3.09
MR-4-03-3550	Mean Time To Repair - Loop Trouble	Parity w/ Retail POTS Tota	8.21	9.52	546	57	13.49	1.88	-0.70
MR-4-04-3550	Mean Time To Repair - Central Office Trouble	Parity w/ Retail POTS Tota	87.07	93.04	7487	647		1.37	4.34
MR-4-05-3550	% Cleared (all troubles) within 24 Hours	Parity w/ Retail POTS Tota	47.53	49.39	4944	488		2.37	-0.78
MR-4-06-3550	% Out of Service > 12 Hours	Parity w/ Retail POTS Tota	11.79	7.38	4944	488		1.53	2.88
MR-4-07-3550	% Out of Service > 24 Hours	Parity w/ Retail POTS Tota	11.62	10.73	5515	524	14.77	0.68	1.31
MR-4-08-3550	Mean Time To Repair - No Double Dispatch	Parity w/ Retail POTS Tota	22.05	19.27	1169	98	17.77	1.87	1.49
MR-4-09-3550	Mean Time To Repair - Double Dispatch								
MR-5-01-3550	<b>MR-5 - Repeat Trouble Reports</b>	Parity with Retail	11.73	16.07	7487	647		1.32	-3.29
	% Repeat Reports within 30 Days <i>continued</i>								



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**CLEC Aggregate Performance - CENTRAL**  
**MAINTENANCE - UNE POTS continued**

Metric #	Standard	Actual Performance		Number of Observations		Standard Deviation	Sampling Error	Z-Score
		VZ	CLEC Aggregate	VZ	All CLECs			
<b>Maintenance - POTS Platform</b>								
<b>MR-2 - Trouble Report Rate</b>								
MR-2-02-3140	Network Trouble Report Rate - Platform	1.06	0.85	651807	3158		0.18	1.15
MR-2-03-3140	Network Trouble Report Rate - Central Office	0.08	0.19	651807	3158		0.05	-2.06
MR-2-04-3140	% Subsequent Reports	1.73	0.00					
MR-2-05-3140	% CPE/TOK/FOK Trouble Report Rate	0.73	0.95	651807	3158		0.15	-1.44
<b>MR-3 - Missed Repair Appointments</b>								
MR-3-01-3144	% Missed Repair Appointment - Platform Bus	16.40	11.11	945	18		8.81	0.60
MR-3-01-3145	% Missed Repair Appointment - Platform Res	7.37	11.11	5967	9		8.72	-0.43
MR-3-02-3144	% Missed Repair Appointment - Central Office Bus	10.11	16.67	178	6		12.51	-0.52
MR-3-02-3145	% Missed Repair Appointment - Central Office Res	8.70	NA	368				
MR-3-03-3140	% CPE/TOK/FOK - Missed Appointment - Platform	4.30	6.67	4762	30		3.72	-0.64
MR-3-04-3140	% Missed Repair Appointment - No Double Dispatch	3.41	9.09	5515	22		3.88	-1.47
MR-3-05-3140	% Missed Repair Appointment - Double Dispatch	28.23	20.00	1169	10		14.29	0.58
<b>MR-4 - Trouble Duration Intervals</b>								
MR-4-01-3140	Mean Time To Repair - Total	14.04	9.07	7487	33	16.56	2.89	1.72
MR-4-02-3144	Mean Time To Repair - Loop Trouble - Platform - Bus	11.21	8.38	945	18	14.37	3.42	0.83
MR-4-02-3145	Mean Time To Repair - Loop Trouble - Platform - Res	14.93	11.24	5967	9	16.89	5.63	0.65
MR-4-03-3144	Mean Time To Repair - Central Office Trouble - Bus	6.59	7.92	178	6	13.39	5.56	-0.24
MR-4-03-3145	Mean Time To Repair - Central Office Trouble - Res	9.99	NA	368		13.48		
MR-4-04-3140	% Cleared (all troubles) within 24 Hours	87.07	100.00	7487	33		5.85	2.21
MR-4-06-3140	% Out of Service > 4 Hours	66.04	53.85	4944	26		9.31	1.31
MR-4-07-3140	% Out of Service > 12 Hours	47.53	34.62	4944	26		9.82	1.31
MR-4-08-3144	% Out of Service > 24 Hours - Bus	10.27	0.00	701	17		7.45	1.38
MR-4-08-3145	% Out of Service > 24 Hours - Res.	11.88	0.00	4226	9		10.80	1.10
<b>MR-5 - Repeat Trouble Reports</b>								
MR-5-01-3140	% Repeat Reports within 30 Days	11.73	15.15	7487	33		5.61	-0.61
<b>2-Wire Digital Services - Maintenance</b>								
<b>MR-2 - Trouble Report Rate</b>								
MR-2-02-3341	Network Trouble Report Rate - Loop	0.25	0.88	14225	907		0.17	-3.75
MR-2-03-3341	Network Trouble Report Rate - Central Office	0.29	0.22	14225	907		0.18	0.37
MR-2-04-3341	% Subsequent Reports	5.00	0.00					
MR-2-05-3341	% CPE/TOK/FOK Trouble Report Rate	1.64	0.77	14225	907		0.43	1.99
<b>MR-3 - Missed Repair Appointments</b>								
MR-3-01-3341	% Missed Repair Appointment - Loop	28.57	0.00	35	8		17.70	1.61
MR-3-02-3341	% Missed Repair Appointment - Central Office	12.20	0.00	41	2		23.70	0.51
MR-3-03-3341	% CPE/TOK/FOK - Missed Appointment	9.44	0.00	233	7		11.22	0.84
MR-3-04-3341	% Missed Repair Appointment - No Double Dispatch	11.54	0.00	52	7		12.86	0.90
MR-3-05-3341	% Missed Repair Appointment - Double Dispatch	39.13	0.00	23	2		35.98	1.09
<b>MR-4 - Trouble Duration Intervals</b>								
MR-4-01-3341	Mean Time To Repair - Total	9.66	7.42	76	10	14.03	4.72	0.47
MR-4-02-3341	Mean Time To Repair - Loop Trouble	11.12	8.71	35	8	12.88	5.05	0.48
MR-4-03-3341	Mean Time To Repair - Central Office Trouble	8.42	2.28	41	2	14.98	10.85	0.57
MR-4-04-3341	% Cleared (all troubles) within 24 Hours	93.42	100.00	76	10		8.34	0.79
MR-4-07-3341	% Out of Service > 12 Hours	12.90	20.00	31	10		12.19	-0.58
MR-4-08-3341	% Out of Service > 24 Hours	3.23	0.00	31	10		6.43	0.50
MR-4-09-3341	Mean Time To Repair - No Double Dispatch	5.83	8.36	52	7	7.70	3.10	-0.82
MR-4-10-3341	Mean Time To Repair - Double Dispatch	18.60	7.03	23	2	20.33	14.99	0.77
<b>MR-5 - Repeat Trouble Reports</b>								
MR-5-01-3341	% Repeat Reports within 30 Days	15.79	20.00	76	10		12.27	-0.34
<b>2-Wire xDSL Loops - Maintenance</b>								
<b>MR-2 - Trouble Report Rate</b>								
MR-2-02-3342	Network Trouble Report Rate - Loop	0.14	0.57	4363	4227		0.08	-5.38
MR-2-03-3342	Network Trouble Report Rate - Central Office	0.05	0.09	4363	4227		0.05	-1.06
MR-2-04-3342	% Subsequent Reports	0.00	0.00	10	36			
MR-2-05-3342	% CPE/TOK/FOK Trouble Report Rate	1.15	0.52	4363	4227		0.23	2.72
<b>MR-3 - Missed Repair Appointments</b>								
MR-3-01-3342	% Missed Repair Appointment - Loop	0.00	9.38	8	32			
MR-3-02-3342	% Missed Repair Appointment - Central Office	50.00	0.00	2	4		43.30	1.15
MR-3-03-3342	% CPE/TOK/FOK - Missed Appointment	8.00	0.00	50	22		6.94	1.15
MR-3-04-3342	% Missed Repair Appointment - No Double Dispatch	16.67	7.41	6	27		16.82	0.55
MR-3-05-3342	% Missed Repair Appointment - Double Dispatch	0.00	11.11	4	9			
<b>MR-4 - Trouble Duration Intervals</b>								
MR-4-02-3342	Mean Time To Repair - Loop Trouble	27.60	14.49	8	32	11.69	4.62	2.84
MR-4-03-3342	Mean Time To Repair - Central Office Trouble	23.79	7.04	2	4	30.18	26.14	0.64
MR-4-04-3342	% Cleared (all troubles) within 24 Hours	40.00	88.89	10	36		17.51	2.79
MR-4-07-3342	% Out of Service > 12 Hours	90.00	51.61	10	31		10.91	3.52
MR-4-08-3342	% Out of Service > 24 Hours	60.00	6.45	10	31		17.82	3.01
MR-4-09-3342	Mean Time To Repair - No Double Dispatch	27.98	10.24	6	27	19.31	8.71	2.04
MR-4-10-3342	Mean Time To Repair - Double Dispatch	26.12	23.95	4	9	1.58	0.95	1.23
<b>MR-5 - Repeat Trouble Reports</b>								
MR-5-01-3342	% Repeat Reports within 30 Days	60.00	16.67	10	36		17.51	2.47
<b>2-Wire xDSL Line Sharing - Maintenance</b>								
<b>MR-2 - Trouble Report Rate</b>								
MR-2-02-3343	Network Trouble Report Rate - Loop	0.14	0.00	4363	393		0.20	0.70
MR-2-03-3343	Network Trouble Report Rate - Central Office	0.05	0.00	4363	393		0.11	0.41
MR-2-04-3343	% Subsequent Reports	0.00	NA	10				
MR-2-05-3343	% CPE/TOK/FOK Trouble Report Rate	1.15	1.02	4363	393		0.56	0.23
<b>MR-3 - Missed Repair Appointments</b>								
MR-3-01-3343	% Missed Repair Appointment - Loop	0.00	NA	8				
MR-3-02-3343	% Missed Repair Appointment - Central Office	50.00	NA	2				
MR-3-03-3343	% CPE/TOK/FOK - Missed Appointment	8.00	0.00	50	4		14.10	0.57
MR-3-04-3343	% Missed Repair Appointment - No Double Dispatch	16.67	NA	6				
MR-3-05-3343	% Missed Repair Appointment - Double Dispatch	0.00	NA	4				
<b>MR-4 - Trouble Duration Intervals</b>								
MR-4-02-3343	Mean Time To Repair - Loop Trouble	27.60	NA	8		11.69		
MR-4-03-3343	Mean Time To Repair - Central Office Trouble	23.79	NA	2		30.18		
MR-4-04-3343	% Cleared (all troubles) within 24 Hours	40.00	NA	10				
MR-4-07-3343	% Out of Service > 12 Hours	90.00	NA	10				
MR-4-08-3343	% Out of Service > 24 Hours	60.00	NA	10				
MR-4-09-3343	Mean Time To Repair - No Double Dispatch	27.98	NA	6		19.31		
MR-4-10-3343	Mean Time To Repair - Double Dispatch	25.12	NA	4		1.58		
<b>MR-5 - Repeat Trouble Reports</b>								
MR-5-01-3343	% Repeat Reports within 30 Days	60.00	NA	10				

Legend Notations defined on Legend sheet - last page

<sup>1</sup> Not in Control of Verizon

<sup>2</sup> Parity to be assessed in conjunction with missed appointments

**Carrier to Carrier**  
**Performance Standards and Reports**  
**March 2002**  
**Verizon Virginia**

**CLEC Aggregate Performance - EASTERN**  
**UNE POTS**

**POTS - Provisioning**

Metric #	Standard	Actual Performance		Number of Observations		Standard Deviation	Sampling Error	Z-Score
		VZ	CLEC Aggregate	VZ	All CLECs			
<b>PR-1 - Average Interval Offered</b>								
PR-1-01-3111	Av. Interval Offered - Total No Dispatch - Hot Cut Loop	1.04	4.91	1930	329	2.14		
PR-1-01-3122	Av. Interval Offered - Total No Dispatch - Other (UNE Switch & INP)	1.04	0.86	1930	357	2.14	0.12	1.46
PR-1-01-3140	Av. Interval Offered - Total No Dispatch - Platform	4.21	7.11	873	44	4.19	0.65	-4.45
PR-1-03-3112	Av. Interval Offered - Dispatch (1-5 Lines) - Loop	4.21	2.67	873	48	4.19	0.62	2.48
PR-1-04-3140	Av. Interval Offered - Dispatch (6-9 Lines) - Platform	6.52	5.86	42	7	6.69	2.73	0.24
PR-1-04-3140	Av. Interval Offered - Dispatch (6-9 Lines) - Loop	6.52	1.00	42	1	6.69	6.77	0.82
PR-1-05-3112	Av. Interval Offered - Dispatch (>= 10 Lines) - Loop	4.76	8.75	17	4	2.59	1.44	-2.77
PR-1-05-3140	Av. Interval Offered - Dispatch (>= 10 Lines) - Platform	4.76	2.50	17	2	2.59	1.94	1.17
<b>PR-2 - Average Completed Interval</b>								
PR-2-01-3111	Av. Completed Interval - Total No Dispatch - Hot Cut Loop	0.99	NA	1846		2.10		
PR-2-01-3122	Av. Completed Interval - Total No Dispatch - Other (UNE Switch & INP)	0.99	0.83	782	345	2.10	0.14	1.18
PR-2-01-3140	Av. Completed Interval - Total No Dispatch - Platform	4.31	4.30	782	40	4.99	0.81	0.01
PR-2-03-3112	Av. Completed Interval - Dispatch (1-5 Lines) - Loop	4.31	2.67	782	48	4.99	0.74	2.21
PR-2-03-3140	Av. Completed Interval - Dispatch (6-9 Lines) - Platform	6.40	5.33	35	6	6.65	2.94	0.36
PR-2-04-3112	Av. Completed Interval - Dispatch (6-9 Lines) - Loop	6.40	1.00	35	1	6.65	6.74	0.80
PR-2-04-3140	Av. Completed Interval - Dispatch (>= 10 Lines) - Loop	5.00	10.00	13	2	2.92	2.22	-2.25
PR-2-05-3112	Av. Completed Interval - Dispatch (>= 10 Lines) - Platform	5.00	2.50	13	2	2.92	2.22	1.13
<b>PR-3 - Completed within 5 Days - Platform &amp; Other (Switch &amp; INP)</b>								
PR-3-01-3142	% Completed in 1 Day (1-5 Lines - No Dispatch)	73.00	82.91	15257	316		2.52	3.93
PR-3-02-3142	% Completed in 2 Days (1-5 Lines - No Dispatch)	85.13	93.35	15257	316		2.02	4.07
PR-3-03-3142	% Completed in 3 Days (1-5 Lines - No Dispatch)	97.65	99.05	15257	316		0.86	1.63
PR-3-04-3142	% Completed in 1 Day (1-5 Lines - Dispatch)	10.84	6.25	3846	48		4.52	-1.02
PR-3-05-3142	% Completed in 2 Days (1-5 Lines - Dispatch)	23.74	39.58	3846	48		6.18	2.56
PR-3-06-3142	% Completed in 3 Days (1-5 Lines - Dispatch)	86.66	91.67	3846	48		4.94	1.01
PR-3-07-3142	% Completed in 4 Days (1-5 Lines - Total)	97.57	98.90	19103	364		0.81	1.63
PR-3-08-3142	% Completed in 5 Days (1-5 Lines - No Dispatch)	99.12	100.00	15257	316		0.53	1.66
PR-3-09-3142	% Completed in 5 Days (1-5 Lines - Dispatch)	95.92	100.00	3846	48		2.87	1.42
PR-3-10-3142	% Completed in 6 Days (1-5 Lines - Total)	98.79	100.00	19103	364		0.58	2.09
<b>PR-4 - Missed Appointments</b>								
PR-4-02-3100	Average Delay Days - Total	5.04	2.00	428	3	14.16	8.20	0.37
PR-4-03-3100	% Missed Appt. - Customer	1.33	5.39					
PR-4-04-3113	% Missed Appt. - Verizon - Dispatch - Loop New	3.74	0.09	6070	1139		0.61	5.96
PR-4-04-3140	% Missed Appt. - Verizon - Dispatch - Platform	3.74	1.18	6070	85		2.07	1.24
PR-4-04-3520	% Missed Appt. - Verizon - Dispatch - Hot Cut Loop	3.74	0.51	6070	396		0.98	3.28
PR-4-05-3111	% Missed Appt. - Verizon - No Dispatch - Hot Cut Loop	0.70	0.29	28633	679		0.32	1.27
PR-4-05-3121	% Missed Appt. - Verizon - No Dispatch - Other	0.70	NA	28633	1209		0.24	
PR-4-05-3140	% Missed Appt. - Verizon - No Dispatch - Platform	0.70	0.23	28633	428		0.41	1.16
PR-4-08-3111	% Missed Appt. - Customer - Due to Late Order Conf. - Hot Cut Loop		0.37		1075			
PR-4-08-3121	% Missed Appt. - Customer - Due to Late Order Confirmation - Other		NA					
PR-4-08-3140	% Missed Appt. - Customer - Due to Late Order Confirmation - Platform		0.00		513			
<b>PR-5 - Facility Missed Orders</b>								
PR-5-01-3112	% Missed Appointment - Verizon - Facilities - Loop	0.35	0.00	6070	1139		0.19	1.84
PR-5-01-3140	% Missed Appointment - Verizon - Facilities - Platform	0.35	1.18	6070	85		0.65	-1.29
PR-5-02-3112	% Orders Held for Facilities > 15 Days - Loop	0.03	0.00	6070	1139		0.06	0.54
PR-5-02-3140	% Orders Held for Facilities > 15 Days - Platform	0.03	0.00	6070	85		0.19	0.16
PR-5-03-3112	% Orders Held for Facilities > 60 Days - Loop	0.00	0.00	6070	1139			
PR-5-03-3140	% Orders Held for Facilities > 60 Days - Platform	0.00	0.00	6070	85			
<b>PR-6 - Installation Quality</b>								
PR-6-01-3112	% Installation Troubles reported within 30 Days - Loop	3.41	4.99	27850	3547		0.32	-4.89
PR-6-01-3121	% Installation Troubles reported within 30 Days - Platform	3.41	1.23	27850	652		0.72	3.03
PR-6-02-3520	% Installation Troubles reported within 7 Days - Hot Cut Loop		NA		1310			
PR-6-02-3112	% Installation Troubles reported within 7 Days - Loop	2.14	3.58	27850	3547		0.26	-5.58
PR-6-02-3121	% Installation Troubles reported within 7 Days - Platform	2.14	0.61	27850	652		0.57	2.66
PR-6-03-3112	% Inst. Troubles reported within 30 Days - FOK/TOK/CPE - Loop	3.55	4.57	27850	3547		0.33	-3.09
PR-6-03-3121	% Inst. Troubles reported within 30 Days - FOK/TOK/CPE - Platform	3.55	2.61	27850	652		0.73	1.28
<b>PR-8 - Open Orders in a Hold Status</b>								
PR-8-01-3100	Open Orders in a Hold Status > 30 Days	0.09	0.04	34703	2469		0.06	0.80
PR-8-02-3100	Open Orders in a Hold Status > 90 Days	0.05	0.00	34703	2469		0.05	1.07
<b>Hot Cuts</b>								
<b>PR-9 - Hot Cut Loops</b>								
PR-9-01-3520	% On Time Performance - Hot Cut Loop		99.07		1076			
PR-9-02-3520	% Early Cuts - Lines		0.08		1319			
PR-9-08-3520	Average Duration of Service Interruptor		NA					
PR-9-09-3520	% Supplemented or Cancelled Orders at Verizon Reques		0.00		1076			
<b>POTS &amp; Complex Aggregate</b>								
<b>PR-1 - Average Interval Offered</b>								
PR-1-12-3133	Av. Interval Offered - Disconnects	3.93	5.71	13227	2169	5.09	0.12	-15.10
<b>PR-2 - Average Completed Interval</b>								
PR-2-18-3133	Av. Completed Interval - Disconnect	3.55	5.69	11869	2072	4.57	0.11	-19.67
<b>POTS - 2-Wire Digital Services</b>								
<b>PR-1 - Average Interval Offered</b>								
PR-1-01-3341	Av. Interval Offered - Total No Dispatch	1.07	NA	107		1.34		
PR-1-02-3341	Av. Interval Offered - Total Dispatch	3.05	6.11	60	9	1.94	0.69	-4.41
<b>PR-2 - Average Completed Interval</b>								
PR-2-01-3341	Av. Interval Completed - Total No Dispatch	1.53	NA	80		2.95		
PR-2-02-3341	Av. Interval Completed - Total Dispatch	4.34	6.13	41	8	3.31	1.28	-1.40
<b>PR-3 - Completed within X Days</b>								
PR-3-10-3341	% Completed in 6 Days (1-5 Lines - Total)	96.30	87.50	81	8		7.00	-1.26
<b>PR-4 - Missed Appointments</b>								
PR-4-02-3341	Average Delay Days - Total	4.94	NA	16		5.96		
PR-4-03-3341	% Missed Appointment - Customer	6.88	8.33					
PR-4-04-3341	% Missed Appointment - Verizon - Dispatch	13.54	0.00	96	12		10.48	1.29
PR-4-05-3341	% Missed Appointment - Verizon - No Dispatch	2.17	NA	92				
PR-4-08-3341	% Missed Appt. - Customer - Due to Late Order Confirmation		0.00		12			
<b>PR-5 - Facility Missed Orders</b>								
PR-5-01-3341	% Missed Appointment - Verizon Facility:	1.03	0.00	97	12		3.09	0.33
PR-5-02-3341	% Orders Held for Facilities > 15 Days	0.00	0.00	97	12			
PR-5-03-3341	% Orders Held for Facilities > 60 Days	0.00	0.00	97	12			
<b>PR-6 - Installation Quality</b>								
PR-6-01-3341	% Install. Troubles Reported within 30 Day:	3.33	0.00	90	12		5.52	0.60
PR-6-03-3341	% Install. Troubles Reported within 30 Days - FOK/TOK/CPE	3.33	0.00	90	12		5.52	0.60
<b>PR-8 - Open Orders in a Hold Status</b>								
PR-8-01-3341	Open Orders in a Hold Status > 30 Days	0.00	0.00	189	12			
PR-8-02-3341	Open Orders in a Hold Status > 90 Days	0.00	0.00	189	12			

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**CLEC Aggregate Performance - EASTERN**  
**UNE POTS continued**

Metric #	Standard	Actual Performance		Number of Observations		Standard Deviation	Sampling Error	Z-Score
		VZ	CLEC Aggregate	VZ	All CLECs			
<b>POTS - 2-Wire xDSL Loops</b>								
<b>PR-1 - Average Interval Offered</b>								
PR-1-01-3342	Av. Interval Offered - Total No Dispatch	No Standard	5.00		9			
PR-1-02-3342	Av. Interval Offered - Total Dispatch	No Standard	10.79		39			
<b>PR-2 - Average Completed Interval</b>								
PR-2-01-3342	Av. Interval Completed - Total No Dispatch	No Standard	5.50		6			
PR-2-02-3342	Av. Interval Completed - Total Dispatch	No Standard	12.00		33			
<b>PR-3 - Completed within X Days</b>								
PR-3-10-3342	% Completed in 6 Days (1-5 Lines - Total)	95%	84.62		39			
<b>PR-4 - Missed Appointments</b>								
PR-4-02-3342	Average Delay Days - Total (retail DS0 specials)	Parity with Retail (DS0)	3.60	NA	5	2.07		
PR-4-03-3342	% Missed Appointment - Customer	No Standard <sup>1</sup>	1.13	13.33				
PR-4-04-3342	% Missed Appointment - Verizon - Dispatch	<=5%	0.00		107			
PR-4-08-3342	% Missed Appt. - Customer - Due to Late Order Confirmation	No Standard <sup>1</sup>	0.83		120			
PR-4-14-3342	% Completed On Time (With Serial Number)	95%	NA					
<b>PR-5 - Facility Missed Orders</b>								
PR-5-01-3342	% Missed Appointment - Verizon Facilities	Parity with VAD	0.72	0.00	138	107	1.09	0.66
PR-5-02-3342	% Orders Held for Facilities > 15 Days	Parity with VAD	0.00	0.00	138	107		
PR-5-03-3342	% Orders Held for Facilities > 60 Days	Parity with VAD	0.00	0.00	138	107		
<b>PR-6 - Installation Quality</b>								
PR-6-01-3342	% Install. Troubles Reported within 30 Days	Parity with Retail POTS-Dispatch	3.41	2.48	7313	121		1.66
PR-6-03-3342	% Install. Troubles Reported within 30 Days - FOK/TOK/CPE	No Standard	3.55	8.26	27850	121		1.69
<b>PR-8 - Open Orders in a Hold Status</b>								
PR-8-01-3342	Open Orders in a Hold Status > 30 Days	Parity with Retail Specials-DS0	0.00	0.00	57	120		
PR-8-02-3342	Open Orders in a Hold Status > 90 Days	Parity with Retail Specials-DS0	0.00	0.00	57	120		
<b>2-Wire xDSL Line Sharing</b>								
<b>PR-1 - Average Interval Offered</b>								
PR-1-01-3343	Av. Interval Offered - Total No Dispatch	Parity with VAD	3.00	3.00	1442	28	0.18	0.03
PR-1-02-3343	Av. Interval Offered - Total Dispatch	Parity with VAD	3.03	3.00	137	5	0.24	0.11
<b>PR-2 - Average Completed Interval</b>								
PR-2-01-3343	Av. Interval Completed - Total No Dispatch	Parity with VAD	2.29	2.48	1327	27	0.54	0.10
PR-2-02-3343	Av. Interval Completed - Total Dispatch	Parity with VAD	3.02	3.00	133	5	0.26	0.12
<b>PR-3 - Completed within X Days</b>								
PR-3-03-3343	% Completed in 3 Days (1-5 Lines - No Dispatch)	Parity with VAD	99.25	100.00	1327	27		1.68
PR-3-10-3343	% Completed in six (6) Days one (1) to five (5) Lines - Total	Parity with VAD	99.93	100.00	1460	32		0.47
<b>PR-4 - Missed Appointments</b>								
PR-4-02-3343	Average Delay Days - Total	Parity with VAD	3.67	NA	6		3.08	
PR-4-03-3343	% Missed Appointment - Customer	No Standard <sup>1</sup>	1.13	0.00				
PR-4-04-3343	% Missed Appointment - Verizon - Dispatch	Parity with VAD	0.00	0.00	137	5		
PR-4-05-3343	% Missed Appointment - Verizon - No Dispatch	Parity with VAD	0.37	0.00	1363	28		1.16
PR-4-08-3343	% Missed Appt. - Customer - Due to Late Order Confirmation	No Standard <sup>1</sup>	0.00		33			0.32
<b>PR-5 - Facility Missed Orders</b>								
PR-5-01-3343	% Missed Appointment - Verizon Facilities	Parity with VAD	0.72	0.00	138	5		3.85
PR-5-02-3343	% Orders Held for Facilities > 15 Days	Parity with VAD	0.00	0.00	138	5		0.19
PR-5-03-3343	% Orders Held for Facilities > 60 Days	Parity with VAD	0.00	0.00	138	5		
<b>PR-6 - Installation Quality</b>								
PR-6-01-3343	% Install. Troubles Reported within 30 Days	Parity with VAD	0.13	3.03	1501	33		0.64
PR-6-03-3343	% Install. Troubles Reported within 30 Days - FOK/TOK/CPE	No Standard	2.47	3.03	1501	33		2.73
<b>PR-8 - Open Orders in a Hold Status</b>								
PR-8-01-3343	Open Orders in a Hold Status > 30 Days	Parity with VAD	0.00	0.00	1501	33		
PR-8-02-3343	Open Orders in a Hold Status > 90 Days	Parity with VAD	0.00	0.00	1501	33		
<b>Maintenance - POTS Loop</b>								
<b>MR-2 - Trouble Report Rate</b>								
MR-2-02-3550	Network Trouble Report Rate - Loop	Parity with Retail	0.84	0.66	678241	69052		0.04
MR-2-03-3550	Network Trouble Report Rate - Central Office	Parity with Retail	0.08	0.06	678241	69052		0.01
MR-2-04-3550	% Subsequent Reports	No Standard <sup>2</sup>	2.09	0.00				
MR-2-05-3550	% CPE/TOK/FOK Trouble Report Rate	No Standard	0.82	0.61	678241	69052		0.04
<b>MR-3 - Missed Repair Appointments</b>								
MR-3-01-3550	% Missed Repair Appointment - Loop	Parity w/ Retail POTS Total	11.18	1.32	5727	454		1.54
MR-3-02-3550	% Missed Repair Appointment - Central Office	Parity w/ Retail POTS Total	7.63	4.65	511	43		4.22
MR-3-03-3550	% CPE/TOK/FOK - Missed Appointment	No Standard	4.82	0.24	5536	420		1.08
MR-3-04-3550	% Missed Repair Appointment - No Double Dispatch	No Standard	5.94	0.93	4745	429		1.19
MR-3-05-3550	% Missed Repair Appointment - Double Dispatch	No Standard	44.10	3.92	771	51		7.18
<b>MR-4 - Trouble Duration Intervals</b>								
MR-4-01-3550	Mean Time To Repair - Total	Parity w/ Retail POTS Total	12.93	11.87	6238	497	15.38	0.72
MR-4-02-3550	Mean Time To Repair - Loop Trouble	Parity w/ Retail POTS Total	13.42	11.91	5727	454	15.67	0.76
MR-4-03-3550	Mean Time To Repair - Central Office Trouble	Parity w/ Retail POTS Total	7.53	11.46	511	43	10.06	1.60
MR-4-04-3550	% Cleared (all troubles) within 24 Hours	Parity w/ Retail POTS Total	83.46	95.98	6238	497		1.49
MR-4-07-3550	% Out of Service > 12 Hours	Parity w/ Retail POTS Total	45.02	55.53	3814	380		2.88
MR-4-08-3550	% Out of Service > 24 Hours	Parity w/ Retail POTS Total	7.60	2.63	3814	380		1.43
MR-4-09-3550	Mean Time To Repair - No Double Dispatch	Parity w/ Retail POTS Total	12.12	10.98	4745	429	14.06	0.71
MR-4-10-3550	Mean Time To Repair - Double Dispatch	Parity w/ Retail POTS Total	23.87	21.56	771	51	21.59	3.12
<b>MR-5 - Repeat Trouble Reports</b>								
MR-5-01-3550	% Repeat Reports within 30 Days	Parity with Retail	12.15	16.70	6238	497		1.52

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**CLEC Aggregate Performance - EASTERN**  
**MAINTENANCE - UNE POTS continued**

**Maintenance - POTS Platform**

Metric #	Standard	Actual Performance		Number of Observations		Standard Deviation	Sampling Error	Z-Score
		VZ	CLEC Aggregate	VZ	All CLECs			
<b>MR-2 - Trouble Report Rate</b>								
MR-2-02-3140	Network Trouble Report Rate - Platform	0.84	0.86	678241	1625		0.23	-0.08
MR-2-03-3140	Network Trouble Report Rate - Central Office	0.08	0.12	678241	1625		0.07	-0.70
MR-2-04-3140	% Subsequent Reports	2.09	0.00					
MR-2-05-3140	% CPE/TOK/FOK Trouble Report Rate	0.82	1.54	678241	1625		0.22	-3.23
<b>MR-3 - Missed Repair Appointments</b>								
MR-3-01-3144	% Missed Repair Appointment - Platform Bus	16.36	0.00	752	3		21.40	0.76
MR-3-01-3145	% Missed Repair Appointment - Platform Res.	10.43	18.18	4956	11		9.23	-0.84
MR-3-02-3144	% Missed Repair Appointment - Central Office Bus	3.19	NA	94				
MR-3-02-3145	% Missed Repair Appointment - Central Office Res	8.63	0.00	417	2		19.90	0.43
MR-3-03-3140	% CPE/TOK/FOK - Missed Appointment - Platform	4.82	0.00	5536	25		4.29	1.12
MR-3-04-3140	% Missed Repair Appointment - No Double Dispatch	5.94	14.29	4745	14		6.33	-1.32
MR-3-05-3140	% Missed Repair Appointment - Double Dispatch	44.10	0.00	771	1		49.68	0.89
<b>MR-4 - Trouble Duration Intervals</b>								
MR-4-01-3140	Mean Time To Repair - Totals	12.93	10.89	6238	16	15.38	3.85	0.53
MR-4-02-3144	Mean Time To Repair - Loop Trouble - Platform - Bus	9.84	8.01	752	3	13.52	7.82	0.23
MR-4-02-3145	Mean Time To Repair - Loop Trouble - Platform - Res	13.86	12.94	4956	11	15.79	4.77	0.19
MR-4-03-3144	Mean Time To Repair - Central Office Trouble - Bus	4.03	NA	94		6.64		
MR-4-03-3145	Mean Time To Repair - Central Office Trouble - Res	8.31	3.94	417	2	10.53	7.46	0.59
MR-4-04-3140	% Cleared (all troubles) within 24 Hour:	88.46	100.00	6238	16		8.00	1.44
MR-4-06-3140	% Out of Service > 4 Hours	62.77	63.64	3814	11		14.60	-0.06
MR-4-07-3140	% Out of Service > 12 Hours	45.02	63.64	3814	11		15.02	-1.24
MR-4-08-3144	% Out of Service > 24 Hours - Bus.	4.16	0.00	481	2		14.15	0.29
MR-4-08-3145	% Out of Service > 24 Hours - Res.	7.90	0.00	3318	9		9.00	0.88
<b>MR-5 - Repeat Trouble Reports</b>								
MR-5-01-3140	% Repeat Reports within 30 Days	12.15	18.75	6238	16		8.18	-0.81
<b>2-Wire Digital Services - Maintenance</b>								
<b>MR-2 - Trouble Report Rate</b>								
MR-2-02-3341	Network Trouble Report Rate - Loop	0.27	0.46	6650	433		0.26	-0.74
MR-2-03-3341	Network Trouble Report Rate - Central Office	0.20	0.00	6650	433		0.22	0.89
MR-2-04-3341	% Subsequent Reports	13.89	0.00					
MR-2-05-3341	% CPE/TOK/FOK Trouble Report Rate	1.41	0.69	6650	433		0.59	1.23
<b>MR-3 - Missed Repair Appointments</b>								
MR-3-01-3341	% Missed Repair Appointment - Loop	27.78	0.00	18	2		33.39	0.83
MR-3-02-3341	% Missed Repair Appointment - Central Office	46.15	NA	13				
MR-3-03-3341	% CPE/TOK/FOK - Missed Appointment	25.53	0.00	94	3		25.57	1.00
MR-3-04-3341	% Missed Repair Appointment - No Double Dispatch	11.11	0.00	18	1		32.29	0.34
MR-3-05-3341	% Missed Repair Appointment - Double Dispatch	69.23	0.00	13	1		47.90	1.45
<b>MR-4 - Trouble Duration Intervals</b>								
MR-4-01-3341	Mean Time To Repair - Totals	18.36	21.10	31	2	19.85	14.49	-0.19
MR-4-02-3341	Mean Time To Repair - Loop Trouble	20.30	21.10	18	2	18.86	14.06	-0.06
MR-4-03-3341	Mean Time To Repair - Central Office Trouble	15.68	NA	13		21.63		
MR-4-04-3341	% Cleared (all troubles) within 24 Hour:	70.97	50.00	31	2		33.11	-0.63
MR-4-07-3341	% Out of Service > 12 Hours	66.67	100.00	12	1		49.06	-0.68
MR-4-08-3341	% Out of Service > 24 Hours	41.67	0.00	12	1		51.31	0.81
MR-4-09-3341	Mean Time To Repair - No Double Dispatch	8.93	17.97	18	1	8.17	8.39	-1.08
MR-4-10-3341	Mean Time To Repair - Double Dispatch	31.42	24.23	13	1	23.93	24.84	0.29
<b>MR-5 - Repeat Trouble Reports</b>								
MR-5-01-3341	% Repeat Reports within 30 Days	19.35	50.00	31	2		28.82	-1.06
<b>2-Wire xDSL Loops - Maintenance</b>								
<b>MR-2 - Trouble Report Rate</b>								
MR-2-02-3342	Network Trouble Report Rate - Loop	0.08	0.29	12479	3451		0.05	-3.85
MR-2-03-3342	Network Trouble Report Rate - Central Office	0.02	0.00	12479	3451		0.03	0.81
MR-2-04-3342	% Subsequent Reports	0.00	0.00	15	16			
MR-2-05-3342	% CPE/TOK/FOK Trouble Report Rate	0.90	0.78	12479	3451		0.18	0.63
<b>MR-3 - Missed Repair Appointments</b>								
MR-3-01-3342	% Missed Repair Appointment - Loop	20.00	0.00	10	15		16.33	1.22
MR-3-02-3342	% Missed Repair Appointment - Central Office	20.00	0.00	5	1		43.82	0.46
MR-3-03-3342	% CPE/TOK/FOK - Missed Appointment	4.46	0.00	112	27		4.43	1.01
MR-3-04-3342	% Missed Repair Appointment - No Double Dispatch	7.69	0.00	13	15		10.10	0.76
MR-3-05-3342	% Missed Repair Appointment - Double Dispatch	100.00	0.00	2	1			
<b>MR-4 - Trouble Duration Intervals</b>								
MR-4-02-3342	Mean Time To Repair - Loop Trouble	27.71	12.48	10	15	16.56	6.76	2.25
MR-4-03-3342	Mean Time To Repair - Central Office Trouble	21.33	16.48	5	1	27.90	30.56	0.16
MR-4-04-3342	% Cleared (all troubles) within 24 Hour:	73.33	100.00	15	16		15.89	1.68
MR-4-07-3342	% Out of Service > 12 Hours	78.57	46.67	14	15		15.25	2.09
MR-4-08-3342	% Out of Service > 24 Hours	21.43	0.00	14	15		15.25	1.41
MR-4-09-3342	Mean Time To Repair - No Double Dispatch	24.66	13.36	13	15	21.46	8.13	1.39
MR-4-10-3342	Mean Time To Repair - Double Dispatch	31.58	3.23	2	1	10.26	12.57	2.25
<b>MR-5 - Repeat Trouble Reports</b>								
MR-5-01-3342	% Repeat Reports within 30 Days	80.00	25.00	15	16		14.38	3.83
<b>2-Wire xDSL Line Sharing - Maintenance</b>								
<b>MR-2 - Trouble Report Rate</b>								
MR-2-02-3343	Network Trouble Report Rate - Loop	0.08	0.00	12479	304		0.16	0.49
MR-2-03-3343	Network Trouble Report Rate - Central Office	0.02	0.00	12479	304		0.09	0.27
MR-2-04-3343	% Subsequent Reports	0.00	0.00	15	1			
MR-2-05-3343	% CPE/TOK/FOK Trouble Report Rate	0.90	0.66	12479	304		0.55	0.44
<b>MR-3 - Missed Repair Appointments</b>								
MR-3-01-3343	% Missed Repair Appointment - Loop	20.00	NA	10				
MR-3-02-3343	% Missed Repair Appointment - Central Office	20.00	0.00	5	1		43.82	0.46
MR-3-03-3343	% CPE/TOK/FOK - Missed Appointment	4.46	0.00	112	2		14.73	0.30
MR-3-04-3343	% Missed Repair Appointment - No Double Dispatch	7.69	0.00	13	1		27.65	0.28
MR-3-05-3343	% Missed Repair Appointment - Double Dispatch	100.00	NA	2				
<b>MR-4 - Trouble Duration Intervals</b>								
MR-4-02-3343	Mean Time To Repair - Loop Trouble	27.71	NA	10		16.56		
MR-4-03-3343	Mean Time To Repair - Central Office Trouble	21.33	1.70	5	1	27.90	30.56	0.64
MR-4-04-3343	% Cleared (all troubles) within 24 Hour:	73.33	100.00	15	1		45.67	0.58
MR-4-07-3343	% Out of Service > 12 Hours	78.57	0.00	14	1		42.47	1.85
MR-4-08-3343	% Out of Service > 24 Hours	21.43	0.00	14	1		42.47	0.59
MR-4-09-3343	Mean Time To Repair - No Double Dispatch	24.66	1.70	13	1	21.46	22.28	1.03
MR-4-10-3343	Mean Time To Repair - Double Dispatch	31.58	NA	2		10.26		
<b>MR-5 - Repeat Trouble Reports</b>								
MR-5-01-3343	% Repeat Reports within 30 Days	80.00	0.00	15	1		41.31	1.94

Legend Notations defined on Legend sheet - last page

<sup>1</sup> Not in Control of Verizon

<sup>2</sup> Parity to be assessed in conjunction with missed appointment;

**Carrier to Carrier**  
**Performance Standards and Reports**  
**March 2002**  
**Verizon Virginia**

**CLEC Aggregate Performance - WESTERN**  
**UNE POTS**

Metric #	Standard	Actual Performance		Number of Observations		Standard Deviation	Sampling Error	Z-Score
		VZ	CLEC Aggregate	VZ	All CLECs			
<b>POTS - Provisioning</b>								
<b>PR-1 - Average Interval Offered</b>								
PR-1-01-3111	Av. Interval Offered - Total No Dispatch - Hot Cut Loop	1.26	6.79	933	14	3.81		
PR-1-01-3122	Av. Interval Offered - Total No Dispatch - Other (UNE Switch&NP	1.26	NA	933	74	3.81	0.46	0.98
PR-1-01-3140	Av. Interval Offered - Total No Dispatch - Platform	4.20	0.81	396	16	4.73	1.21	0.12
PR-1-03-3112	Av. Interval Offered - Dispatch (1-5 Lines) - Loop	4.20	2.70	396	10	4.73	1.51	0.99
PR-1-04-3140	Av. Interval Offered - Dispatch (6-9 Lines) - Platform	3.92	6.00	12	1	3.34	3.48	-0.60
PR-1-04-3140	Av. Interval Offered - Dispatch (6-9 Lines) - Loop	3.92	NA	12		3.34		
PR-1-05-3112	Av. Interval Offered - Dispatch (>= 10 Lines) - Loop	3.00	NA	5		2.83		
PR-1-05-3140	Av. Interval Offered - Dispatch (>= 10 Lines) - Platform	3.00	NA	5		2.83		
<b>PR-2 - Average Completed Interval</b>								
PR-2-01-3111	Av. Completed Interval - Total No Dispatch - Hot Cut Loop	1.06	4.60	883	5	2.13		
PR-2-01-3122	Av. Completed Interval - Total No Dispatch - Other(UNE Switch&NP	1.06	0.84	361	70	2.13	0.28	0.79
PR-2-01-3140	Av. Completed Interval - Dispatch (1-5 Lines) - Loop	3.82	4.07	361	14	3.94	1.07	-0.23
PR-2-03-3140	Av. Completed Interval - Dispatch (1-5 Lines) - Platform	3.82	2.78	361	9	3.94	1.33	0.78
PR-2-04-3112	Av. Completed Interval - Dispatch (6-9 Lines) - Loop	4.30	6.00	10	1	4.00	4.20	-0.41
PR-2-04-3140	Av. Completed Interval - Dispatch (6-9 Lines) - Platform	4.30	NA	10		4.00		
PR-2-05-3112	Av. Completed Interval - Dispatch (>= 10 Lines) - Loop	3.00	NA	5		2.35		
PR-2-05-3140	Av. Completed Interval - Dispatch (>= 10 Lines) - Platform	3.00	NA	5		2.35		
<b>PR-3 - Completed within 5 Days - Platform &amp; Other (Switch &amp; INP)</b>								
PR-3-01-3142	% Completed in 1 Day (1-5 Lines - No Dispatch)	81.93	83.08	7331	65		4.79	0.24
PR-3-02-3142	% Completed in 2 Days (1-5 Lines - No Dispatch)	90.63	93.85	7331	65		3.63	0.89
PR-3-03-3142	% Completed in 3 Days (1-5 Lines - No Dispatch)	97.80	96.92	7331	65		1.83	-0.48
PR-3-04-3142	% Completed in 1 Day (1-5 Lines - Dispatch)	10.38	0.00	1908	9		10.19	-1.02
PR-3-05-3142	% Completed in 2 Days (1-5 Lines - Dispatch)	20.91	33.33	1908	9		13.59	0.91
PR-3-06-3142	% Completed in 3 Days (1-5 Lines - Dispatch)	83.12	88.89	1908	9		12.52	0.46
PR-3-07-3142	% Completed in 4 Days (1-5 Lines - Total)	97.95	100.00	9239	74		1.65	1.24
PR-3-08-3142	% Completed in 5 Days (1-5 Lines - No Dispatch)	99.56	100.00	7331	65		0.82	0.53
PR-3-09-3142	% Completed in 5 Days (1-5 Lines - Dispatch)	96.49	100.00	1908	9		6.15	0.57
PR-3-10-3142	% Completed in 6 Days (1-5 Lines - Total)	99.28	100.00	9239	74		1.00	0.74
<b>PR-4 - Missed Appointments</b>								
PR-4-02-3100	Average Delay Days - Total	2.92	3.00	264	1	4.74	4.75	-0.02
PR-4-03-3100	% Missed Appt. - Customer	1.13	8.13					
PR-4-04-3113	% Missed Appt. - Verizon - Dispatch - Loop New	5.34	1.82	2863	55		3.06	1.15
PR-4-04-3140	% Missed Appt. - Verizon - Dispatch - Platform	5.34	0.00	2863	15		5.82	0.92
PR-4-04-3520	% Missed Appt. - Verizon - Dispatch - Hot Cut Loop	5.34	0.00	2863	26		4.43	1.21
PR-4-05-3111	% Missed Appt. - Verizon - No Dispatch - Hot Cut Loop	0.79	0.00	14050	42		1.37	0.58
PR-4-05-3121	% Missed Appt. - Verizon - No Dispatch - Other	0.79	NA	14050	614		0.37	
PR-4-05-3140	% Missed Appt. - Verizon - No Dispatch - Platform	0.79	0.00	14050	88		0.95	0.83
PR-4-08-3111	% Missed Appt. - Customer - Due to Late Order Conf. - Hot Cut Loop		0.00		68			
PR-4-08-3121	% Missed Appt. - Customer - Due to Late Order Confirmation - Other		NA					
PR-4-08-3140	% Missed Appt. - Customer - Due to Late Order Confirmation- Platform		0.97		103			
<b>PR-5 - Facility Missed Orders</b>								
PR-5-01-3112	% Missed Appointment - Verizon - Facilities - Loop	1.43	1.82	2863	55		1.62	-0.24
PR-5-01-3140	% Missed Appointment - Verizon - Facilities - Platform	1.43	0.00	2863	15		3.07	0.47
PR-5-02-3112	% Orders Held for Facilities > 15 Days - Loop	0.03	0.00	2863	55		0.24	0.13
PR-5-02-3140	% Orders Held for Facilities > 15 Days - Platform	0.03	0.00	2863	15		0.45	0.07
PR-5-03-3112	% Orders Held for Facilities > 60 Days - Loop	0.00	0.00	2863	55			
PR-5-03-3140	% Orders Held for Facilities > 60 Days - Platform	0.00	0.00	2863	15			
<b>PR-6 - Installation Quality</b>								
PR-6-01-3112	% Installation Troubles reported within 30 Days - Loop	4.53	5.06	12795	316		1.18	-0.45
PR-6-01-3121	% Installation Troubles reported within 30 Days - Platform	4.53	2.99	12795	134		1.81	0.86
PR-6-02-3520	% Installation Troubles reported within 7 Days - Hot Cut Loop		NA		187			
PR-6-02-3112	% Installation Troubles reported within 7 Days - Loop	2.46	3.16	12795	316		0.88	-0.80
PR-6-02-3121	% Installation Troubles reported within 7 Days - Platform	2.46	2.24	12795	134		1.35	0.17
PR-6-03-3112	% Inst. Troubles reported within 30 Days - FOK/TOK/CPE - Loop	3.94	1.27	12795	316		1.11	2.41
PR-6-03-3121	% Inst. Troubles reported within 30 Days - FOK/TOK/CPE - Platform	3.94	1.49	12795	134		1.69	1.45
<b>PR-8 - Open Orders in a Hold Status</b>								
PR-8-01-3100	Open Orders in a Hold Status > 30 Days	0.07	0.00	16913	160		0.21	0.33
PR-8-02-3100	Open Orders in a Hold Status > 90 Days	0.05	0.00	16913	160		0.18	0.28
<b>Hot Cuts</b>								
<b>PR-9 - Hot Cut Loops</b>								
PR-9-01-3520	% On Time Performance - Hot Cut Loop	97.70			87			
PR-9-02-3520	% Early Cuts - Lines	2.02			247			
PR-9-08-3520	Average Duration of Service Interruptor	0.00						
PR-9-09-3520	% Supplementered or Cancelled Orders at Verizon Reques	0.00			87			
<b>POTS &amp; Complex Aggregate</b>								
<b>PR-1 - Average Interval Offered</b>								
PR-1-12-3133	Av. Interval Offered - Disconnects	3.07	2.84	4501	55	5.74	0.78	0.30
<b>PR-2 - Average Completed Interval</b>								
PR-2-18-3133	Av. Completed Interval - Disconnect	2.73	2.98	4227	44	4.98	0.75	-0.33
<b>POTS - 2-Wire Digital Services</b>								
<b>PR-1 - Average Interval Offered</b>								
PR-1-01-3341	Av. Interval Offered - Total No Dispatch	1.67	NA	54		1.72		
PR-1-02-3341	Av. Interval Offered - Total Dispatch	2.75	10.75	16	4	2.35	1.33	-6.01
<b>PR-2 - Average Completed Interval</b>								
PR-2-01-3341	Av. Interval Completed - Total No Dispatch	1.68	NA	53		1.70		
PR-2-02-3341	Av. Interval Completed - Total Dispatch	3.00	13.00	13	3	2.45	1.57	-6.37
<b>PR-3 - Completed within X Days</b>								
PR-3-10-3341	% Completed in 6 Days (1-5 Lines - Total)	100.00	33.33	49	3			
<b>PR-4 - Missed Appointments</b>								
PR-4-02-3341	Average Delay Days - Total	3.50	2.00	2	1	2.12	2.60	0.58
PR-4-03-3341	% Missed Appointment - Customer	2.86	20.00					
PR-4-04-3341	% Missed Appointment - Verizon - Dispatch	11.76	20.00	17	5		16.39	-0.50
PR-4-05-3341	% Missed Appointment - Verizon - No Dispatch	0.00	NA	53				
PR-4-08-3341	% Missed Appt. - Customer - Due to Late Order Confirmation	0.00	0.00		5			
<b>PR-5 - Facility Missed Orders</b>								
PR-5-01-3341	% Missed Appointment - Verizon Facility:	0.00	0.00	17	5			
PR-5-02-3341	% Orders Held for Facilities > 15 Days	0.00	0.00	17	5			
PR-5-03-3341	% Orders Held for Facilities > 60 Days	0.00	0.00	17	5			
<b>PR-6 - Installation Quality</b>								
PR-6-01-3341	% Install. Troubles Reported within 30 Day:	0.00	14.29	12	7			
PR-6-03-3341	% Install. Troubles Reported within 30 Days - FOK/TOK/CPE	0.00	14.29	12	7			
<b>PR-8 - Open Orders in a Hold Status</b>								
PR-8-01-3341	Open Orders in a Hold Status > 30 Days	0.00	0.00	70	5			
PR-8-02-3341	Open Orders in a Hold Status > 90 Days	0.00	0.00	70	5			

continued

**Carrier to Carrier**  
**Performance Standards and Reports**  
**March 2002**  
**Verizon Virginia**

**CLEC Aggregate Performance - WESTERN**  
**UNE POTS continued**

Metric #	Standard	Actual Performance		Number of Observations		Standard Deviation	Sampling Error	Z-Score
		VZ	CLEC Aggregate	VZ	All CLECs			
<b>POTS - 2-Wire xDSL Loops</b>								
<b>PR-1 - Average Interval Offered</b>								
PR-1-01-3342	Av. Interval Offered - Total No Dispatch	No Standard	NA					
PR-1-02-3342	Av. Interval Offered - Total Dispatch	No Standard	6.00		7			
<b>PR-2 - Average Completed Interval</b>								
PR-2-01-3342	Av. Interval Completed - Total No Dispatch	No Standard	NA					
PR-2-02-3342	Av. Interval Completed - Total Dispatch	No Standard	5.14		7			
<b>PR-3 - Completed within X Days</b>								
PR-3-10-3342	% Completed in 6 Days (1-5 Lines - Total)	95%	100.00		7			
<b>PR-4 - Missed Appointments</b>								
PR-4-02-3342	Average Delay Days - Total (retail DS0 specials)	Parity with Retail (DS0)	1.50	NA	2	0.71		
PR-4-03-3342	% Missed Appointment - Customer	No Standard <sup>1</sup>	25.00	1.49				
PR-4-04-3342	% Missed Appointment - Verizon - Dispatch	<=5%	0.00		66			
PR-4-08-3342	% Missed Appt. - Customer - Due to Late Order Confirmation	No Standard <sup>1</sup>	0.00		67			
PR-4-14-3342	% Completed On Time (With Serial Number)	95%	NA					
<b>PR-5 - Facility Missed Orders</b>								
PR-5-01-3342	% Missed Appointment - Verizon Facilities:	Parity with VAD	NA	0.00	67			
PR-5-02-3342	% Orders Held for Facilities > 15 Days	Parity with VAD	NA	0.00	67			
PR-5-03-3342	% Orders Held for Facilities > 60 Days	Parity with VAD	NA	0.00	67			
<b>PR-6 - Installation Quality</b>								
PR-6-01-3342	% Install. Troubles Reported within 30 Days:	Parity with Retail POTS-Dispatch	4.53	0.00	3368	67	2.57	1.77
PR-6-03-3342	% Install. Troubles Reported within 30 Days - FOK/TOK/CPE	No Standard	3.94	5.97	12795	67	2.38	-0.85
<b>PR-8 - Open Orders in a Hold Status</b>								
PR-8-01-3342	Open Orders in a Hold Status > 30 Days	Parity with Retail Specials-DS0	0.00	0.00	26	67		
PR-8-02-3342	Open Orders in a Hold Status > 90 Days	Parity with Retail Specials-DS0	0.00	0.00	26	67		
<b>2-Wire xDSL Line Sharing</b>								
<b>PR-1 - Average Interval Offered</b>								
PR-1-01-3343	Av. Interval Offered - Total No Dispatch	Parity with VAD	NA	2.95		20		
PR-1-02-3343	Av. Interval Offered - Total Dispatch	Parity with VAD	NA	4.33		9		
<b>PR-2 - Average Completed Interval</b>								
PR-2-01-3343	Av. Interval Completed - Total No Dispatch	Parity with VAD	NA	2.94		17		
PR-2-02-3343	Av. Interval Completed - Total Dispatch	Parity with VAD	NA	4.25		8		
<b>PR-3 - Completed within X Days</b>								
PR-3-03-3343	% Completed in 3 Days (1-5 Lines - No Dispatch)	Parity with VAD	NA	100.00		17		
PR-3-10-3343	% Completed in six (6) Days one (1) to five (5) Lines - Total	Parity with VAD	NA	96.00		25		
<b>PR-4 - Missed Appointments</b>								
PR-4-02-3343	Average Delay Days - Total	Parity with VAD	NA	3.00		1		
PR-4-03-3343	% Missed Appointment - Customer	No Standard <sup>1</sup>	25.00	5.10				
PR-4-04-3343	% Missed Appointment - Verizon - Dispatch	Parity with VAD	NA	0.00		27		
PR-4-05-3343	% Missed Appointment - Verizon - No Dispatch	Parity with VAD	0.00	0.00	4	70		
PR-4-08-3343	% Missed Appt. - Customer - Due to Late Order Confirmation	No Standard <sup>1</sup>	0.00			98		
<b>PR-5 - Facility Missed Orders</b>								
PR-5-01-3343	% Missed Appointment - Verizon Facilities:	Parity with VAD	NA	3.57		28		
PR-5-02-3343	% Orders Held for Facilities > 15 Days	Parity with VAD	NA	0.00		28		
PR-5-03-3343	% Orders Held for Facilities > 60 Days	Parity with VAD	NA	0.00		28		
<b>PR-6 - Installation Quality</b>								
PR-6-01-3343	% Install. Troubles Reported within 30 Days:	Parity with VAD	0.00	3.06	4	98		
PR-6-03-3343	% Install. Troubles Reported within 30 Days - FOK/TOK/CPE	No Standard	0.00	2.04	4	98		
<b>PR-8 - Open Orders in a Hold Status</b>								
PR-8-01-3343	Open Orders in a Hold Status > 30 Days	Parity with VAD	0.00	0.00	4	98		
PR-8-02-3343	Open Orders in a Hold Status > 90 Days	Parity with VAD	0.00	0.00	4	98		
<b>Maintenance - POTS Loop</b>								
<b>MR-2 - Trouble Report Rate</b>								
MR-2-02-3550	Network Trouble Report Rate - Loop	Parity with Retail	1.10	0.62	481746	10794	0.10	4.72
MR-2-03-3550	Network Trouble Report Rate - Central Office	Parity with Retail	0.06	0.05	481746	10794	0.02	0.54
MR-2-04-3550	% Subsequent Reports	No Standard <sup>2</sup>	1.10	0.00				
MR-2-05-3550	% CPE/TOK/FOK Trouble Report Rate	No Standard	0.70	0.21	481746	10794	0.08	6.03
<b>MR-3 - Missed Repair Appointments</b>								
MR-3-01-3550	% Missed Repair Appointment - Loop	Parity w/ Retail POTS Total	10.28	5.97	5299	67	3.73	1.15
MR-3-02-3550	% Missed Repair Appointment - Central Office	Parity w/ Retail POTS Total	4.21	0.00	285	5	9.06	0.46
MR-3-03-3550	% CPE/TOK/FOK - Missed Appointment	No Standard	4.40	13.04	3388	23	4.29	-2.01
MR-3-04-3550	% Missed Repair Appointment - No Double Dispatch	No Standard	7.61	0.00	4142	56	3.57	2.13
MR-3-05-3550	% Missed Repair Appointment - Double Dispatch	No Standard	33.49	25.00	627	8	16.79	0.51
<b>MR-4 - Trouble Duration Intervals</b>								
MR-4-01-3550	Mean Time To Repair - Total	Parity w/ Retail POTS Total	13.05	12.01	5584	72	14.59	1.73
MR-4-02-3550	Mean Time To Repair - Loop Trouble	Parity w/ Retail POTS Total	13.50	11.69	5299	67	14.74	1.81
MR-4-03-3550	Mean Time To Repair - Central Office Trouble	Parity w/ Retail POTS Total	4.65	16.23	285	5	7.56	3.41
MR-4-04-3550	% Cleared (all troubles) within 24 Hours	Parity w/ Retail POTS Total	89.51	93.06	5584	72		3.63
MR-4-07-3550	% Out of Service > 12 Hours	Parity w/ Retail POTS Total	45.10	36.54	2481	52		6.97
MR-4-08-3550	% Out of Service > 24 Hours	Parity w/ Retail POTS Total	6.77	1.92	2481	52		3.52
MR-4-09-3550	Mean Time To Repair - No Double Dispatch	Parity w/ Retail POTS Total	12.87	11.85	4142	56	14.83	2.00
MR-4-10-3550	Mean Time To Repair - Double Dispatch	Parity w/ Retail POTS Total	20.90	15.06	627	8	16.14	5.74
<b>MR-5 - Repeat Trouble Reports</b>								
MR-5-01-3550	% Repeat Reports within 30 Days	Parity with Retail	12.02	18.06	5584	72	3.86	-1.57

**Carrier to Carrier**  
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**Verizon Virginia**

**CLEC Aggregate Performance - WESTERN**  
**MAINTENANCE - UNE POTS continued**

**Maintenance - POTS Platform**

Metric #	Standard	Actual Performance		Number of Observations		Standard Deviation	Sampling Error	Z-Score
		VZ	CLEC Aggregate	VZ	All CLECs			
<b>MR-2 - Trouble Report Rate</b>								
MR-2-02-3140	Network Trouble Report Rate - Platform	1.10	1.61	481746	623		0.42	-1.21
MR-2-03-3140	Network Trouble Report Rate - Central Office	0.06	0.00	481746	623		0.10	0.61
MR-2-04-3140	% Subsequent Reports	1.10	0.00					
MR-2-05-3140	% CPE/TOK/FOK Trouble Report Rate	0.70	0.96	481746	623		0.34	-0.78
<b>MR-3 - Missed Repair Appointments</b>								
MR-3-01-3144	% Missed Repair Appointment - Platform Bus	18.60	0.00	527	5		17.48	1.06
MR-3-01-3145	% Missed Repair Appointment - Platform Res.	9.40	0.00	4757	5		13.06	0.72
MR-3-02-3144	% Missed Repair Appointment - Central Office Bus	3.33	NA	60				
MR-3-02-3145	% Missed Repair Appointment - Central Office Res	4.46	NA	224				
MR-3-03-3140	% CPE/TOK/FOK - Missed Appointment - Platform	4.40	0.00	3388	6		8.38	0.53
MR-3-04-3140	% Missed Repair Appointment - No Double Dispatch	7.61	0.00	4142	9		8.85	0.86
MR-3-05-3140	% Missed Repair Appointment - Double Dispatch	33.49	0.00	627	1		47.23	0.71
<b>MR-4 - Trouble Duration Intervals</b>								
MR-4-01-3140	Mean Time To Repair - Totals	13.05	9.07	5584	10	14.59	4.62	0.86
MR-4-02-3144	Mean Time To Repair - Loop Trouble - Platform - Bus	9.73	8.42	527	5	10.74	4.83	0.27
MR-4-02-3145	Mean Time To Repair - Loop Trouble - Platform - Res	13.80	9.72	4757	5	14.86	6.65	0.61
MR-4-03-3144	Mean Time To Repair - Central Office Trouble - Bus	3.77	NA	60		7.46		
MR-4-03-3145	Mean Time To Repair - Central Office Trouble - Res	4.81	NA	224		7.51		
MR-4-04-3140	% Cleared (all troubles) within 24 Hour:	89.51	100.00	5584	10		9.70	1.08
MR-4-06-3140	% Out of Service > 4 Hours	69.09	16.67	2481	6		18.89	2.78
MR-4-07-3140	% Out of Service > 12 Hours	45.10	16.67	2481	6		20.34	1.40
MR-4-08-3144	% Out of Service > 24 Hours - Bus.	4.49	0.00	267	3		12.02	0.37
MR-4-08-3145	% Out of Service > 24 Hours - Res.	6.84	0.00	2206	3		14.58	0.47
<b>MR-5 - Repeat Trouble Reports</b>								
MR-5-01-3140	% Repeat Reports within 30 Days	12.02	20.00	5584	10		10.29	-0.78
<b>2-Wire Digital Services - Maintenance</b>								
<b>MR-2 - Trouble Report Rate</b>								
MR-2-02-3341	Network Trouble Report Rate - Loop	0.37	0.61	2966	328		0.35	-0.68
MR-2-03-3341	Network Trouble Report Rate - Central Office	0.24	0.30	2966	328		0.28	-0.24
MR-2-04-3341	% Subsequent Reports	0.00	0.00					
MR-2-05-3341	% CPE/TOK/FOK Trouble Report Rate	1.18	0.30	2966	328		0.63	1.39
<b>MR-3 - Missed Repair Appointments</b>								
MR-3-01-3341	% Missed Repair Appointment - Loop	27.27	0.00	11	2		34.23	0.80
MR-3-02-3341	% Missed Repair Appointment - Central Office	0.00	0.00	7	1			
MR-3-03-3341	% CPE/TOK/FOK - Missed Appointment	14.29	0.00	35	1		35.49	0.40
MR-3-04-3341	% Missed Repair Appointment - No Double Dispatch	14.29	0.00	14	1		36.23	0.39
MR-3-05-3341	% Missed Repair Appointment - Double Dispatch	25.00	0.00	4	2		37.50	0.67
<b>MR-4 - Trouble Duration Intervals</b>								
MR-4-01-3341	Mean Time To Repair - Totals	17.50	16.63	18	3	18.44	11.50	0.08
MR-4-02-3341	Mean Time To Repair - Loop Trouble	25.84	24.73	11	2	19.04	14.63	0.08
MR-4-03-3341	Mean Time To Repair - Central Office Trouble	4.41	0.45	7	1	5.63	6.02	0.66
MR-4-04-3341	% Cleared (all troubles) within 24 Hour:	72.22	66.67	18	3		27.93	-0.20
MR-4-07-3341	% Out of Service > 12 Hours	54.55	66.67	11	3		32.43	-0.37
MR-4-08-3341	% Out of Service > 24 Hours	27.27	33.33	11	3		29.01	-0.21
MR-4-09-3341	Mean Time To Repair - No Double Dispatch	11.16	0.45	14	1	9.87	10.22	1.05
MR-4-10-3341	Mean Time To Repair - Double Dispatch	39.72	24.73	4	2	25.65	22.22	0.67
<b>MR-5 - Repeat Trouble Reports</b>								
MR-5-01-3341	% Repeat Reports within 30 Days	5.56	66.67	18	3		14.29	-4.28
<b>2-Wire xDSL Loops - Maintenance</b>								
<b>MR-2 - Trouble Report Rate</b>								
MR-2-02-3342	Network Trouble Report Rate - Loop	0.00	0.23	25	1715			
MR-2-03-3342	Network Trouble Report Rate - Central Office	0.00	0.06	25	1715			
MR-2-04-3342	% Subsequent Reports	NA	0.00		7			
MR-2-05-3342	% CPE/TOK/FOK Trouble Report Rate	0.00	0.58	25	1715			
<b>MR-3 - Missed Repair Appointments</b>								
MR-3-01-3342	% Missed Repair Appointment - Loop	NA	0.00		5			
MR-3-02-3342	% Missed Repair Appointment - Central Office	NA	0.00		2			
MR-3-03-3342	% CPE/TOK/FOK - Missed Appointment	NA	10.00		10			
MR-3-04-3342	% Missed Repair Appointment - No Double Dispatch	NA	0.00		6			
MR-3-05-3342	% Missed Repair Appointment - Double Dispatch	NA	0.00		1			
<b>MR-4 - Trouble Duration Intervals</b>								
MR-4-02-3342	Mean Time To Repair - Loop Trouble	NA	15.69		5			
MR-4-03-3342	Mean Time To Repair - Central Office Trouble	NA	0.95		2			
MR-4-04-3342	% Cleared (all troubles) within 24 Hour:	NA	100.00		7			
MR-4-07-3342	% Out of Service > 12 Hours	NA	42.86		7			
MR-4-08-3342	% Out of Service > 24 Hours	NA	0.00		7			
MR-4-09-3342	Mean Time To Repair - No Double Dispatch	NA	9.73		6			
MR-4-10-3342	Mean Time To Repair - Double Dispatch	NA	21.97		1			
<b>MR-5 - Repeat Trouble Reports</b>								
MR-5-01-3342	% Repeat Reports within 30 Days	NA	14.29		7			
<b>2-Wire xDSL Line Sharing - Maintenance</b>								
<b>MR-2 - Trouble Report Rate</b>								
MR-2-02-3343	Network Trouble Report Rate - Loop	0.00	0.14	25	693			
MR-2-03-3343	Network Trouble Report Rate - Central Office	0.00	0.00	25	693			
MR-2-04-3343	% Subsequent Reports	NA	0.00		4			
MR-2-05-3343	% CPE/TOK/FOK Trouble Report Rate	0.00	1.30	25	693			
<b>MR-3 - Missed Repair Appointments</b>								
MR-3-01-3343	% Missed Repair Appointment - Loop	NA	33.33		3			
MR-3-02-3343	% Missed Repair Appointment - Central Office	NA	0.00		1			
MR-3-03-3343	% CPE/TOK/FOK - Missed Appointment	NA	11.11		9			
MR-3-04-3343	% Missed Repair Appointment - No Double Dispatch	NA	0.00		1			
MR-3-05-3343	% Missed Repair Appointment - Double Dispatch	NA	50.00		2			
<b>MR-4 - Trouble Duration Intervals</b>								
MR-4-02-3343	Mean Time To Repair - Loop Trouble	NA	27.21		3			
MR-4-03-3343	Mean Time To Repair - Central Office Trouble	NA	2.97		1			
MR-4-04-3343	% Cleared (all troubles) within 24 Hour:	NA	50.00		4			
MR-4-07-3343	% Out of Service > 12 Hours	NA	50.00		4			
MR-4-08-3343	% Out of Service > 24 Hours	NA	50.00		4			
MR-4-09-3343	Mean Time To Repair - No Double Dispatch	NA	2.97		1			
MR-4-10-3343	Mean Time To Repair - Double Dispatch	NA	39.60		2			
<b>MR-5 - Repeat Trouble Reports</b>								
MR-5-01-3343	% Repeat Reports within 30 Days	NA	0.00		4			

Legend Notations defined on Legend sheet - last page

<sup>1</sup> Not in Control of Verizon

<sup>2</sup> Parity to be assessed in conjunction with missed appointment;

**Carrier to Carrier  
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**CLEC Aggregate Performance  
TRUNKS**

Metric #	ORDERING	Standard	Aggregate Interconnection		Standard Deviation	Sampling Error	Z-Score	
			Actual Performance	Number of Observations				
OR-1-11-5020 OR-1-11-5030 OR-1-12-5020 OR-1-12-5030 OR-1-13-5020 OR-1-19-5020 OR-1-19-5030	<b>OR-1 - Order Confirmation Timeliness</b>	No Standard	2.20					
	Av. FOC Time (<= 192 Forecasted Trunks)	No Standard	3.00					
	Av. FOC Time (> 192 and Unforecasted Trunks)	No Standard	100.00	5				
	% On Time FOC (<= 192 Forecasted Trunks)	95% on Time	100.00	30				
	% On Time FOC (> 192 and Unforecasted Trunks)	95% on Time	100.00	22				
	% On Time Design Layout Record (DLR)	95% on Time	NA					
OR-2-11-5000 OR-2-12-5000	<b>OR-2 - Reject Timeliness</b>	No Standard	NA					
	Average Trunk ASR Reject Time (<= 192 Forecasted Trunks)	95% on Time	NA					
	% On Time Trunk ASR Reject (<= 192 Forecasted Trunks)							
<b>PROVISIONING</b>								
PR-1-09-5020 PR-1-09-5030	<b>PR-1 - Average Interval Offered</b>	Parity with Retail	12.97	NA	35	2.99		
	Av. Interval Offered - Total (<= 192 Forecasted Trunks)	Parity with Retail	10.52	8.71	29	17	7.05	0.84
PR-2-09-5020 PR-2-09-5030	<b>PR-2 - Average Interval Completed</b>	Parity with Retail	12.29	NA	21	3.94		
	Av. Interval Completed - Total (<= 192 Forecasted Trunks)	Parity with Retail	12.31	6.50	13	6	5.07	2.32
PR-4-01-5000 PR-4-02-5000 PR-4-03-5000	<b>PR-4 - Missed Appointment</b>	Parity with Retail	0.00	0.00	4794	3791		
	% Missed Appointment - Verizon - Total	Parity with Retail	NA	NA				
PR-5-01-5000 PR-5-02-5000 PR-5-03-5000	<b>PR-5 - Facility Missed Orders</b>	Parity with Retail	0.00	0.00	4794	767		
	% Orders Held for Facilities > 15 Day	Parity with Retail	0.00	0.00	4794	767		
PR-6-01-5000 PR-6-03-5000	<b>PR-6 - Installation Quality</b>	Parity with Retail (for found types)	0.00	0.00	4794	3791		
	% Inst. Troubles reported within 30 Days - FOK/TOK/CP	No Standard	0.00	0.00	4794	3791		
PR-8-01-5000 PR-8-02-5000	<b>PR-8 - Open Orders in a Hold Status</b>	Parity with Retail	0.08	0.00	4794	3791	0.08	
	Open Orders in a Hold Status > 90 Day	Parity with Retail	0.08	0.00	4794	3791	0.06	
<b>MAINTENANCE</b>								
MR-2-01-5000	<b>MR-2 - Trouble Report Rate</b>	Parity with IXC FGD <sup>3</sup>	0.03	0.02	268137	192851	0.01	
MR-4-01-5000 MR-4-04-5000 MR-4-05-5000 MR-4-06-5000 MR-4-07-5000 MR-4-08-5000	<b>MR-4 - Trouble Duration Intervals</b>	Parity with Retail	2.15	2.44	87	31	141.77	
	Mean Time To Repair - Total	Parity with Retail	100.00	100.00	87	31	29.65	
	% Cleared (all troubles) within 24 Hours	Parity with Retail	31.03	32.26	87	31	9.68	
	% Out of Service > 2 Hours	Parity with Retail	10.34	6.45	87	31	6.37	
	% Out of Service > 4 Hours	Parity with Retail	1.15	3.23	87	31	2.23	
	% Out of Service > 12 Hours	Parity with Retail	0.00	0.00	87	31	-0.93	
MR-5-01-5000	<b>MR-5 - Repeat Trouble Report Rates</b>	Parity with IXC / FGD	6.90	0.00	87	31	5.30	
	% Repeat Reports within 30 Day						1.30	
<b>NETWORK PERFORMANCE</b>								
NP-1-01-5000 NP-1-02-5000 NP-1-03-5000 NP-1-04-5000	<b>NP-1 - Percent Final Trunk Group Blockage</b>	No Standard	0.00	0.00	187	96		
	% Final Trunk Groups Exceeding Blocking Standard	No Standard	0.00	5.21	187	96		
	Number FTG Exceeding Blocking Std. - 2 Month	No Standard	0	0	96	96		
NP-2-01-6701 NP-2-02-6701 NP-2-03-6701 NP-2-04-6701 NP-2-05-6701 NP-2-06-6701 NP-2-07-6701 NP-2-08-6701	<b>NP-2 - Collocation Performance - New</b>	95% on time	NA					
	% On Time Response to Request for Physical Collocation	95% on time	NA					
	% On Time Response to Request for Virtual Collocation	No Standard	121.68					
	Average Interval - Physical Collocation	No Standard	33.67					
	Average Interval - Virtual Collocation	95% on time	100.00			25		
	% On Time - Physical Collocation	95% on time	100.00			3		
	% On Time - Virtual Collocation	No Standard	NA					
	Average Delay Days - Physical Collocation	No Standard	NA					
	Average Delay Days - Virtual Collocation							
	NP-2-01-6702 NP-2-02-6702 NP-2-03-6702 NP-2-04-6702 NP-2-05-6702 NP-2-06-6702 NP-2-07-6702 NP-2-08-6702	<b>NP-2 - Collocation Performance - Augment</b>	95% on time	100.00			21	
		% On Time Response to Request for Physical Collocation	95% on time	100.00			1	
		% On Time Response to Request for Virtual Collocation	No Standard	99.29				
Average Interval - Physical Collocation		No Standard	64.25					
Average Interval - Virtual Collocation		95% on time	100.00			24		
% On Time - Physical Collocation		95% on time	100.00			4		
% On Time - Virtual Collocation		No Standard	NA					
Average Delay Days - Physical Collocation		No Standard	NA					
Average Delay Days - Virtual Collocation								

Legend Notations defined on Legend sheet - last page

<sup>1</sup> Not in Control of Verizon

<sup>3</sup> Parity should be assessed in conjunction with MTTR



**Carrier to Carrier  
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**LEGEND**

\* = DC/MD/VA/WV Combined Measurement  
\*\* = Verizon East Combined data  
\*\*\* = Verizon South Combined Measurement  
\*\*\*\* = Resale/UNE DC/MD/VA/WV Combined Measurement  
\*\*\*\*\* = Resale/UNE East Combined Measurement  
UD = Performance metric is under development  
NA =No Activity  
NEF =No Existing Functionality  
TBD = Performance standard is to be determined  
R3 =Run 3 times per year  
95% Completed Within  
Window = Standard for Cut-Over Window  
1 to 9 lines: 1 hour  
10 to 49 lines: 2 hours  
50 to 99 lines: 3 hours  
100 to 199 lines: 4 hours  
200 plus lines: 8 hours